



# Accessibility Plan

*(Accessibility for Ontarians with Disabilities Act, 2005)*

*This Plan is in accordance with the Accessibility Standards for Customer Service, Ont. Reg. 429/07, developed under the Accessibility for Ontarians with Disabilities Act, 2005.*

## **Mission**

Collectively, our foundation, purpose and vision capture our mission of care for the people we serve.

## **Foundation**

A Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

## **Purpose**

Quality, person-directed long-term care and support for people in our community.

## **Vision**

A welcoming and inclusive home where each person feels cared for, supported and engaged.

## **Values**

Respect, Compassion Spirituality, Integrity, Excellence and Collaboration

## **Statement of Commitment**

St. Patrick's Home of Ottawa is committed to excellence in serving persons within its community including people with disabilities and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals.

St. Patrick's Home is also dedicated to giving people with disabilities the same opportunity to access our services, and allowing them to benefit from the same services, in the same place, and in a similar way as others in our community.

St. Patrick's Home is committed to, and will strive to ensure that, the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion. Our response times will be contingent on various factors, including the nature of the task, product availability, and the accessibility of skilled experts to ensure efficient completion.

**The Accessibility for Ontarians with Disabilities Act requires communities to prepare an annual Accessibility Plan. This Plan establishes a benchmark and strategy for St. Patrick's Home to become a barrier free community.**

## **Questions about this Accessibility Plan**

The St. Patrick's Home Accessibility Plan exists to achieve service excellence to clients with disabilities and complies with the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*. If anyone has a question about this Plan, or if the purpose of the Plan is not understood, an explanation should be provided by, or referred to the President and CEO, or their designate, of St. Patrick's Home.

## **Definition of Disability**

The term "disability" states,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

## **Providing goods and services to people with disabilities**

St. Patrick's Home is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **Communication**

We will communicate with people with disabilities in ways that considers their disability.

We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

### **Telephone Services**

We are committed to providing fully accessible telephone service to our clients.

We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter St. Patrick's Home with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. Fees will not be charged for support persons for admission to St. Patrick's Home premises or programs (for example for a workshop where a fee is charged to attend). Clients will be informed of this by a notice that will be posted in St. Patrick's Home premises.

## **Notice of Temporary Disruption**

St. Patrick's Home will provide clients with notice in the event of a planned or unexpected disruption at any of its facilities or to services usually used by people with disabilities.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at all public entrances and reception areas on the premises.

## **Training for Staff**

St. Patrick's Home will provide training to all employees, volunteers and any others who deal with the public or other third parties on the premises.

Individuals in the following St. Patrick's Home positions will be trained:

- Management
- Clinical / Nursing
- Administration
- Volunteers

Training for new hires will be provided within 90 days of a person assuming their respective duties.

## **Training will include the following:**

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer (client) service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to escort and transport the client and/or their personal belongings
- What to do if a person with a disability is having difficulty in accessing St. Patrick's Home of Ottawa goods and services
- St. Patrick's Home policies, practices and procedures relating to the client service standard as it pertains to people with disabilities.

Staff will be trained on an ongoing basis when changes are made to internal policies, practices and procedures that may have an impact on servicing and interact with persons with disabilities.

## **Feedback process**

The goal of St. Patrick's Home is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are solicited, welcome and appreciated.

Feedback regarding the way St. Patrick's Home provides goods and services to people with disabilities can be made verbally in person, or by completing the feedback form

included with this document and sent by email, facsimile, or regular mail. All feedback will be directed to the President and CEO, or their designate. Clients can expect to receive a response within ten business days.

Complaints will be addressed according to procedures already established in St. Patrick's Home policies and procedures.

### **Modifications to this or other policies**

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to the policy before considering the impact on people with disabilities.

Any policy of St. Patrick's Home that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

### **Review and Monitoring Process**

St. Patrick's Home is committed to the continued improvement of access to the St. Patrick's Home location(s) and services for all those with disabilities; and the provision of quality service to those with disabilities. We encourage everyone to share their ideas, concerns, and suggestions related to accessibility. Our doors are always open, and you can reach out to us through the following channels:

- Email us at [managers@stpats.ca](mailto:managers@stpats.ca)
- Call us at 613-731-0094 ask to speak with a manager.
- Visit our main office in person and speak with our receptionist.
- Complete Feedback Form Attached

The Plan will be reviewed and monitored on an annual basis to identify and remove barriers identified and will reinforce St. Patrick's Home commitment to remove all barriers under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

### **Communication about the St. Patrick's Home Accessibility Plan**

This Plan will be available on the St. Patrick's Home website. It will be made available to all persons for review and perusal.



## CUSTOMER SERVICE FEEDBACK FORM

St. Patrick's Home of Ottawa is committed to excellence in serving all clients including those with disabilities. If you would like to provide us with feedback, please complete this form and email it to [hr@stpats.ca](mailto:hr@stpats.ca) or mail it to St. Patrick's Home of Ottawa, Human Resources, 2865 Riverside Drive, Ottawa, ON, K1V 8N5 or fax it to (613) 731-4056.

**Date of Visit:** \_\_\_\_\_ **Purpose of Visit:** \_\_\_\_\_

**1. Did we meet your needs or expectations during your visit?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

If no, please explain in detail:

---

---

**2. Did you experience any problems accessing our goods and services?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments:

---

---

**3. Were you served by an employee or volunteer during your visit?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Name or general description of employee / volunteer:

---

---

**May we contact you to discuss your feedback? If yes, please provide your contact information below:**

Name: \_\_\_\_\_ Phone Number:(     ) \_\_\_\_\_

Email: \_\_\_\_\_

Thank you for your feedback.  
Monique Patterson  
Interim, President & CEO  
St. Patrick's Home of Ottawa