

Accessibility Plan

Executive Summary

The purpose of this plan is to increase access to services and minimize barriers to participation for people with disabilities within St. Joseph's Villa Dundas. The goal of health equity and inclusion is underpinned by two key pieces of legislation the Ontarians with Disabilities Act (ODA) and the 2005 Accessibility for Ontarians with Disabilities Act (AODA). These two acts establish principles in inclusion and minimum standards organizations must comply with. The ODA is intended to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. These legislative requirements will advance the province towards its goal of becoming fully accessible by 2025.

In fulfilling our mission and in alignment with our values of dignity, respect, service, justice, responsibility and enquiry: St. Joseph's Villa is commitment to continual improvement of facilities access, policies, programs, practices and services for residents and their families, staff, healthcare professionals, volunteers and members of the community disabilities; the participation of people with disabilities in the development and review of its accessibility plan; and the provision of quality services to all residents and their families and members of the community with disabilities.

The Villa's plan is in compliance with the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act, Integrated Accessibilities Standards Regulation.

Aim

This plan summarizes the measures that the Villa has taken from 2010 to 2013 and the measures to be taken from 2013 to 2016 to identify, remove and prevent barriers to people with disabilities who live, work in or visit the Health Centre, including residents and their family members, staff, health care practitioners, volunteers and members of the community.

Our Heritage:

The Sisters of St. Joseph came to Hamilton in 1854 and began to work for the poor and needy residents of this growing and important trade centre. For the Sisters, it was an honour to serve others and, with the onset of a cholera epidemic, the Sisters' health care mission began in earnest. Working in the railway sheds near the harbour they risked their lives to care for the sick and dying victims of the deadly disease. The Sisters had a vision for St. Joseph's that guided us from our roots in compassionate medicine to a multisite system serving hundreds of thousands of patients and clients annually.

We are honoured to be a partner in the St. Joseph's Health System, one of the largest corporations in Canada devoted to health care and known for genuine compassion and caring, locally and around the world. The St. Joseph's Health System is one of the only integrated systems in Canada uniquely positioned to provide service and drive research and education across the entire spectrum of care. In the Hamilton community, St. Joseph's Healthcare Hamilton (SJHH), St. Joseph's Villa Dundas (SJVD) and St. Joseph's Home Care (SJHC) have been integrated under one community board to realize excellence in quality and safety, transitions of care, research and education and caring for the poor and marginalized across the continuum of care from hospital-based to community-based services. This has created the foundation for St. Joseph's in Hamilton; together the three organizations have adopted the St. Joseph's Health System's Mission, Vision, and Values as the inspiration for the strategic plan (*Mapping our Future*). *Mapping our Future* will be used to guide St. Joseph's in Hamilton over the next five years.

Mission:

Living the Legacy – Compassionate Care. Faith. Discovery.

Vision:

On behalf of the individuals and families we are privileged to serve, we will:

- *deliver an integrated high quality care experience,*
- *pursue and share knowledge,*
- *respect our rich diversity,*
- *always remaining faithful to our Roman Catholic values and traditions.*

Values:

We commit ourselves to demonstrate in all that we undertake, the vision and values that inspired our Founders, the Sisters of St. Joseph.

These are:

- *Dignity*
- *Respect*
- *Service*
- *Justice*
- *Responsibility*
- *Enquiry*

St. Joseph's Villa, Dundas:

St. Joseph's Villa is recognized as one of Ontario's largest and most innovative long term care homes with 378 beds. We are a non-profit charitable organization owned by the St. Joseph's Health System. The Villa voluntarily submits to external third party review by Accreditation Canada (formerly CCHSA) and CARF/CCAC receiving the highest available accreditation rankings from each organization. The Villa has been recipient of the Hamilton Community News Readers' Choice Awards and Hamilton Spectator's Readers' Choice recipients for several years for best long term care home.

St. Joseph's Villa is a vibrant community activity centre for nearly 200 seniors who participate in the Adult Day Program. The Adult Day Program offers seniors and older adults many opportunities for social interaction and physical therapies. Activities are structured to promote physical and mental well-being. The program has four different groups offering various levels of care and cognitive stimulation.

The newly created S.I.M. (Seniors In Motion) Gym is a fully functional fitness centre that is open to persons 55 and above living in the community and is supported by a personal trainer. Programs for cardiovascular exercise, balance, strength and coordination are created on a one-to-one basis with and OTA/PTA on hand to assist. Aerobics classes are offered three times a week. There is also a community pool program offering gentle and aerobic classes in a warm, easy access environment.

In 1990, with the support of the Rotary Club of Dundas, the Villa introduced a Respite Care program which now provides service to over 150 seniors annually. Respite Care allows family members a much needed break as they continue to care for their loved ones at home. It is one of the most successful Respite Programs in Ontario.

In March 1996 and February 1997, St. Joseph's Villa lands also became home to St. Joseph's Estates, two senior life equity facilities that consist of 107 units. The individuals living in the Estates are able to manage an independent lifestyle and have access to the swimming pool, bowling alley, outreach programs and social amenities offered by the Villa. We have over 200 couples on our waiting list for these units and are looking at ways to respond to this demand

Methods used to identify Barriers at St Joseph's Villa

Barriers identified by resident, employees, member of the public etc. can provide such feedback through, reception, Residents Council, Family Council via telephone, email, mail or fax or in person. Currently compliment/complaint are welcomed to ensure that we are continuously improving our process and service in a manner which is equitable and assessable for all.

Recent Barrier – Removal Initiatives 2012-2013

During the past few years there have been several changes made to the facility in order to improve both accessibility and safety. Some of the changes that occurred are listed below.

1. An automation door was placed in the Tuck shop on first floor.
2. A push button, for an automatic door was placed at the back ground entrance leading to the Estates.
3. Half of the balcony doors on the Resident home areas have push buttons for automatic door openers. (The remains of the door to be modified are on the capital list)

Physical Environment- Initiatives 2014

1. The side walk slope was fixed outside of the Juravinski doors.
2. A push button, for an automatic door was placed at the back ground entrance leading to the Estates.

3. A new resident home area "Orchid" garden was built in 2014; it has tracks that go from the bed into the resident personal bathroom. The new construction has wider door frames. Also there are tables in the dining room that can be adjusted to assist a resident with feeding themselves.

Communication

1. Service interruption notices delivered electronically to all staff and posted in the Friday flyer for staff.
2. Three In touch link screen has been added to the Villa. (1 at the Juravinski wing entrance, 1 at the Main entrance at the cafe seating area and the 3rd on Ground floor at the McArthur entrance.
3. Message for registered staff are sent electronically via Gold Care.
4. At General orientation all new employees
5. Communication with families via Family Council, Villa Bulletin . – email re minutes, website
6. Communication with residents via Residents council which is held monthly, with the exception of July and August.

Architectural

1. Some resident's rooms have had the carpet removed and replaced with flooring. This creates less wheel friction for mobility devices.

Physical Adaptations

1. A number of Hilo beds have been purchased.
2. A number of bed side tables have been purchased to assist residents with eating, when the current dining room table are too low for them.
3. A number of special positioning bed rails have been purchased to assist residents with positioning and getting in and out of bed.
4. The key pads at all entrances have been lowered so that residents and visitors in wheelchairs or scooter can reach them.
5. A number of new call bells have been purchased that link into the current call bell system; they can be heard throughout the resident home area.
6. The 5th floor patient bathrooms had the shelves removed and were modified so that patients in wheelchair could have access to the sink.

Transportation

When a resident requires assessable transportation, the staff at SJV , along with family can help to make arrangements with an external service provider to complete the transportation i.e., Patient transfer, Darts and wheel chair taxis. The HSR has bus service near 2 entrances to the Villa, These busses are wheel chair accessible.

Systemic Services

Accessibility requirements will be incorporated into the design and renovation of current or future renovations/builds.

Organizational

1. A process to support accessible employment for people with disabilities and provide workplace emergency response information to employees with a disability is in process.
2. Emergency response information for the public is available in a binder at reception