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## AODA Accessibility Plan – 2021-2025

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*Date of Last Review:* January 1, 2021

**Statement of Commitment:** Mount Nemo Christian Nursing Home is committed to ensuring equal access and participation for people with altered abilities. We are committed to treating everyone in a way that allows them to maintain dignity and their independence.

**Annual Status Report:** The Home has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards. This portion of the report details the required annual update for 2020 on the progress of measures taken to improve accessibility.

- Annual review of policy *C-10-01 Accessibility Standards for Mount Nemo Christian Nursing Home (AODA, 2005)*, which confirms our commitment to accessibility. Updates were made to the policy in the area of employment accommodations and outlining our maintenance program of our emergency systems accessible elements.
- Accessible customer service training, training on the Ontario Human Rights Code and work-relevant accessibility training are part of our corporate orientation. It is a requirement for all new team members to our Home and must be completed before staff complete any department-specific orientation shifts.
- Employment interviews held online via Zoom to prevent barriers to access
- When conducting the Resident Experience Survey, a support person was offered to every individual identified to complete the survey
- Small updated occurred to Reception Desk to allow those in wheelchairs to more easily interact with the Receptionist
- With the universal masking requirements due to the COVID-19 pandemic, verbal communication with our residents and family members (customers) has been impaired. Training was provided to all staff about non-verbal communication, and to encourage staff to speak clearly. Additionally, we introduced photo nametags to help with identification.

## Commitments for 2021-2025:

	2021	2022	2023	2024	2025
<b>Customer Service</b>					
Continue to communicate with people in a way that respects their ability	X	X	X	X	X
Remind staff that assistance is available to complete their mandatory education	X	X	X	X	X
Make improvements to accessibility based on results of Resident Experience Survey and Family Experience Survey (as completed)	X	X	X	X	X
<b>Information &amp; Communications</b>					
Continue to offer information and communication in alternate formats, as requested and where alternate formats are feasible	X	X	X	X	X
Review our process for receiving and responding to feedback with Residents' Council and Family Council to ensure it is accessible to all	X				
Develop new website in compliance with WCAG 2.0, Level AA requirements	X				
Re-format resident recreational calendars with uncluttered design and more legible fonts	X				
Update documents used during the admission process with more legible fonts and formatting	X				
<b>Employment Accommodations</b>					
Include a statement in all staff and volunteer recruitment postings confirming commitment to accommodating applicants with altered abilities	X				
Include a statement in job offers about the availability of accommodation plans, if needed	X				
<b>Built Environment</b>					
As a long-term care Home, we are fully accessible. However, we will assess our environment annually and make improvements, where necessary.	X	X	X	X	X
Make short-term reserved parking spots outside of COVID rapid testing clinic location for people with impaired mobility	X				
Ensure handicapped parking spots are clearly identified with signage and painted concrete	X				

**Communication of Accessibility Plan:** This plan is posted on the Home's website, posted in the Home and made available upon request.

This plan may also be made available in alternate formats. For any questions, comments or requests for the Home's policy or plans, please contact:

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