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## AODA Accessibility Plan – 2021-2025

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*Date of Last Review:* January 6, 2023

**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 2022 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. No updates were required.
- 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 when requested to prevent barriers to access
- When conducting the Resident Experience Survey, a support person was offered to every individual identified to complete the survey
- With the universal masking requirements due to the COVID-19 pandemic, we are trialing the use of masks with windows to enhance communication.
- An team member is available at the front door daily from 5:00am-8:00pm, to complete screening and required COVID testing, but also to provide customer service and assist those entering the Home.

## 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	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
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:

*In person or By Mail:* 2480 No 2 Side Road  
Burlington ON L7P 0H1

*By Email:* [admin@mountnemochristiannh.on.ca](mailto:admin@mountnemochristiannh.on.ca)

*By Phone:* 905-335-3636