



AODA Multi-Year Accessibility Plan

Introduction:

Conmed Health Care Group is dedicated to creating a fully accessible workplace for all employees, residents and visitors who enter our homes. This plan was designed by following the AODA Act and all other Ontario Human Rights Code legislation. This plan will be continually updated as steps and goals are accomplished, and as new initiatives are undertaken.

Message from the President:

Conmed Health Care Group has been committed to meeting and exceeding the Provincial accessibility standards since the implementation of the Ontarians with Disabilities Act, 2001. The Corporate Management Team at Conmed embrace their responsibilities as laid out in the Act, and continuously improve the ways our services are made accessible for all of our residents, our employees, and the public.

This plan is regularly updated to ensure we are making improvements to provide access to all of our facilities, and to provide accessible services to all of our residents, our employees, and the public.

I would like to thank each of the dedicated employees who have engaged in training and have dedicated their time to learning how to make our facilities more accessible to all parties. Our Accessibility Advisory Committee is comprised of dedicated members who provide advice and expertise to our operational employees. We continue to welcome the input and feedback from our committee members, as well as the public, to help determine ways that we can make our facilities more accessible to all.

Sincerely,

Bob Simon
President

Facility Information:

Our Mission and Vision Statement

We believe and we strive to cultivate a “circle of caring”, to nurture and support our residents, the “RIGHT WAY”.

Our Values

R = RESIDENT CENTERED CARE: Our Residents are the center of our circle. They are the centre of everything that we do, and we work in partnership to drive in the direction we take into the future.

I = INTEGRITY Our relationships with people are built on trust, equity, and mutual respect. By approaching our relationships with honesty and equity we can ensure that we are developing relationships based on integrity, thereby fostering a mutual respect.

G = GROWTH By encouraging growth and continuous quality improvement in the areas of leadership, knowledge, education, and technology, we can achieve our vision of “people’s first choice”.

H = HONOUR By focusing on ethical decision making, especially where it supports resident wishes and choice, we will achieve honour in our interactions.

T = TEAMWORK We recognize that being partners in care and working as a team with residents, families, staff, and the stakeholders who interact with our homes, we nurture and support our residents.

W = WORKPLACE HEALTH AND SAFETY By focusing on staff safety and wellness, we provide a safe and healthy workplace for our staff. When staff take care of themselves, feel valued at work, and take pride in their workplace, their positive attitude is reflected in the care that they provide to our residents.

A = ALWAYS CONFIDENTIALITY We learn many things about the people that we care for and work with; it is important that this information is always treated as private and confidential.

Y = YOU MATTER All the people who live, work, and interact with our homes matter. Your voice matters. Your feedback matters. Each of you are an integral part of our “circle of caring”.

You are our most important asset. Success is simple, do things the “RIGHT WAY”.

Long Term Care Homes:

Billings Court Manor

3700 Billings Court
Burlington, ON
L7N 3N6
905-333-4006

Crescent Park Lodge

4 Hagey Avenue
Fort Erie, ON
L2A 5M5
905-871-8330

Maple Park Lodge

6 Hagey Avenue
Fort Erie, ON
L2A 5M5
905-994-0224

Millennium Trail Manor

6861 Oakwood Drive
Niagara Falls, ON

L2G 0J3
905-356-5005

Northview Nursing Home

77 River Road
Englehart, ON
P0J 1H0
705-544-8191

Oakwood Park Lodge

6747 Oakwood Drive
Niagara Falls, ON
L2G 0J3
905-356-8732

Valley Park Lodge

6400 Valley Way
Niagara Falls, ON
L2E 7E3
905-358-3277

Retirement Home:

Queenston Place

6440 Valley Way
Niagara Falls, ON
L2E 7E3
905-371-2743

Accessibility Plan

1. Customer Service

Conmed is committed to providing accessible and high-quality customer service to people with disabilities.

Billings Court Manor:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Crescent Park Lodge:

- Current Initiatives:

- The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Maple Park Lodge:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Millennium Trail Manor:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Northview Nursing Home:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Oakwood Park Lodge:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Valley Park Lodge:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

Queenston Place:

- Current Initiatives:
 - The Employer will attempt to respond to accessibility requirement requests in a timely manner, with a formal written response if appropriate, to ensure exceptional customer service levels are reached, and maintained.

2. Information and Communications

Conmed is committed to making our information and communications accessible to people with disabilities.

Billings Court Manor:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each

resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.

- The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Crescent Park Lodge:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Maple Park Lodge:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Millennium Trail Manor:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Northview Nursing Home:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Oakwood Park Lodge:

- Current Initiatives:

- We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
- The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Valley Park Lodge:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

Queenston Place:

- Current Initiatives:
 - We have undertaken to provide an ongoing initiative, by conducting an annual audit of current residents, to identify their primary and preferred language to speak write and read, as the most effective mode of communication. Updates are made for each resident, to the resident documentation system, (Point Click Care), to reflect this and to inform all staff.
 - The Employer will attempt to provide communication in various formats, to ensure documentation is accessible for all residents, employees, and the general public.

3. Employment

Conmed is committed to fair and accessible employment practices, beginning with the initial recruitment process.

Billings Court Manor:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Crescent Park Lodge:

- Completed Initiatives:
- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.

- We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
- We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Maple Park Lodge:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Millennium Trail Manor:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Northview Nursing Home:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Oakwood Park Lodge:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Valley Park Lodge:

- Current Initiatives:

- We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
- We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
- We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

Queenston Place:

- Current Initiatives:
 - We ensure that all job postings reflect that the Employer will provide accessibility accommodations, when requested, throughout the recruitment process.
 - We ensure that all applicants are aware that the Employer will provide accommodation, when requested, during the interview and proceeding hiring processes.
 - We ensure that all employees are aware that we will accommodate all accommodations, as requested, up to the point of undue hardship, during the course of the employment relationship.

4. Procurement

Conmed is committed to accessible procurement practices for all goods and services.

Billings Court Manor:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Crescent Park Lodge:

- Completed Initiatives:
- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Maple Park Lodge:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Millennium Trail Manor:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Northview Nursing Home:

- Current Initiatives:

- The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Oakwood Park Lodge:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Valley Park Lodge:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

Queenston Place:

- Current Initiatives:
 - The Employer will ensure that, when procuring goods and services, we put emphasis on selecting vendors that ensure accessibility through the service of their products, and who aid in the successfulness of our continuous accessibility plan.

5. Training

Conmed is committed to providing education and training on all Accessibility laws and on the Ontario Human Rights Codes, as it relates to those with disabilities.

Billings Court Manor:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Crescent Park Lodge:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Maple Park Lodge:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Millennium Trail Manor:

- Current Initiatives:

- Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Northview Nursing Home:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Oakwood Park Lodge:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Valley Park Lodge:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

Queenston Place:

- Current Initiatives:
 - Training will be completed in a manner that is accessible to all employees. When accessibility requests are made related to training, the Employer will evaluate on a case-by-case basis and attempt to provide training materials in a manner that is accessible for all employees.

6. Design of Public Spaces

Conmed commits to meeting all accessibility laws when building, and when making changes to public spaces.

Billings Court Manor:

- Completed Initiatives:
 - Grinding was completed on all ramps around the building to repair any uneven surfaces.
 - Snow removal is now done in a quick and efficient manner, as snow removal company was asked to be prompt to avoid potential injuries.
- Current Initiatives:
 - Grinding of ramps around the building occurs once each spring to ensure uneven surfaces are avoided.
 - Some resident bathrooms have been labelled difficult to access with wheelchairs. Ongoing assessment being completed to ensure bathrooms are accessible to all residents.

- The Employer will attempt to ensure all entrances and exits to the home are fully accessible for all individuals. Additionally, will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Crescent Park Lodge:

- Completed Initiatives:
 - It was reported that housekeeping equipment in the hallways made it difficult for individuals to maneuver down the hallways. Housekeepers were advised to be aware of this issue and monitor where they were keeping equipment.
- Current Initiatives:
 - Due to the home being an older design, hallways are narrow and can create difficulties for residents in wheelchairs moving around. Employees have been advised to assist residents and visitors as needed, and maintenance continues to monitor these difficulties to create an action plan to make every building area more accessible.
 - The Employer will attempt to ensure all entrances and exits to the home are fully accessible for all individuals. Additionally, will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Maple Park Lodge:

- Completed Initiatives:
 - Residents required more accessible areas in their bathrooms to reach the sinks. Three grab bars were added to the bathroom wall to ensure complete accessibility.
 - It was noted that there were loose tiles in the hallways. These tiles were replaced, and this issue no longer exists.
 - Snow removal is now done in a quick and efficient manner, as snow removal company was asked to be prompt to avoid potential injuries.
 - Sinks in hairdressing salon were reported as being too high for some residents. Sinks were lowered to accommodate the needs of all residents.
- Current Initiatives:
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Millennium Trail Manor:

- Completed Initiatives:
 - Snow removal is now done in a quick and efficient manner, as snow removal company was asked to be more prompt to avoid potential injuries.
 - As elevator breakdowns were a difficulty, elevators are now inspected monthly, and they continue to be monitored for any potential issues.
 - Outdoor ramps to exit and enter the building were evaluated to ensure they were sloped to code parameters, and they are correct. Staff assist any residents that may have issues using the ramps on a case-by-case basis, as required.
 - Bathroom sinks in resident rooms were found to be difficult to maneuver around for residents in wheelchairs. Sinks were positioned in the corner of all bathrooms so that

residents can avoid issues. Soap dispensers and paper towel dispensers were lowered in all resident bathrooms to be more accessible for all individuals.

- On the Stamford Unit, it was suggested that an automatic door for ease of access to the outdoor courtyard. As this is a secure unit and access should be supervised by employees. In the interest of resident safety and security, this suggestion will not be completed.
- Current Initiatives:
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Northview Nursing Home:

- Current Initiatives:
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.
 - Washrooms need to be made more accessible for residents who require wheelchairs. Ongoing assessment of bathrooms to determine what steps the employer can take to ensure complete accessibility.
 - Ramps to enter and exit the building need to be evaluated for maintenance touch ups. Ongoing evaluations required.

Oakwood Park Lodge:

- Completed Initiatives:
 - Snow removal is now done in a quick and efficient manner, as snow removal company was asked to be more prompt to avoid potential injuries.
 - A more accessible front entrance door was added, which will help to provide less congestion in this area for residents with wheelchairs and walkers.
- Current Initiatives:
 - In some areas of the building, residents face difficulties accessing with their wheelchairs or walkers. The physical layout of the building is older and needs to be evaluated for changes. In the meantime, employees have been asked to assist residents and visitors to maneuver around the building as needed.
 - The parking lot has some areas with minor bumps or uneven surfaces. These are assessed and corrected on an ongoing basis to assure resident and visitor safety.
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Valley Park Lodge:

- Completed Initiatives:
 - Snow removal is now done in a quick and efficient manner, as snow removal company was asked to be more prompt to avoid potential injuries.

- Automatic doors were installed to make access to and within the building more accessible.
- Current Initiatives:
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

Queenston Place:

- Current Initiatives:
 - The Employer will attempt to ensure that all entrances and exits to the home are fully accessible for all individuals. Additionally, we will attempt to ensure all public spaces including lobbies, dining halls and outdoor visiting areas are made accessible to all individuals on an ongoing basis.

7. Transportation

Conmed is committed to providing accessible transportation services when applicable for those with disabilities.

Billings Court Manor:

- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Crescent Park Lodge:

- Completed Initiatives:
 - It was suggested that a sidewalk be added, to provide access from the home to the local hospital (across the street), however, it was determined that a more optimal solution would be to safely bring residents to the hospital, if required, via Ambulance.
- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Maple Park Lodge:

- Completed Initiatives:
 - It was suggested that a sidewalk be added, to provide access from the home to the local hospital (across the street), however, it was determined that a more optimal solution would be to safely bring residents to the hospital, if required, via Ambulance.
- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Millennium Trail Manor:

- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Northview Nursing Home:

- Current Initiatives:

- When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Oakwood Park Lodge:

- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Valley Park Lodge:

- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Queenston Place:

- Current Initiatives:
 - When required, the Employer will ensure suitable transportation is scheduled to transport residents for all necessary travel.

Contact Information

For more information on this accessibility plan, please contact:

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