



TITLE: Accessibility Compliance and Plan	POLICY #: ADM 01-013 PAGE: 1 of 6
MANUAL: General Administration ORIGINAL ISSUE: 2017 PAST REVISIONS: 2023 CURRENT REVISION: February 27, 2026	APPROV. Administrator AUTH: SCOPE:

KEY TERMS:

A **statement of commitment** establishes your organization’s vision and intention to achieve accessibility. It is an important first step in the development of accessibility policies and plans.

Accessibility policies are the formal rules your organization puts in place to achieve its accessibility goals.

An **accessibility plan** outlines what steps your organization will take to prevent and remove barriers to accessibility, meeting your AODA requirements. It should also outline when the steps will be taken.

These three elements work together to make accessibility a permanent part of your organization’s culture and business practices.

Long-Term Care Legislative Context

This Accessibility Plan supports Dundas Manor’s obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Fixing Long-Term Care Act, 2021 (FLTCA)*. Accessibility planning is integrated into resident care, services, communication, accommodation, and the promotion of residents’ rights, dignity, independence, and participation in the life of the home.

DUNDAS MANOR’S STATEMENT of COMMITMENT:

Dundas Manor is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

Dundas Manor will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that considers their disability.

Dundas Manor’s Accessibility Plan and policies are publicly posted on our website at www.dundasmanor.ca. Dundas Manor is launching a new and improved website in early 2024. The new website will be housed on a responsive platform with AODA content updates. It will be readable on all devices, including phones. An additional accessibility audit will be conducted once the site is live.

Residents, Families, and Caregivers

Dundas Manor recognizes accessibility as essential to respecting and promoting the Residents’ Bill of Rights. Accessibility considerations are incorporated into care planning, communication with residents and substitute decision-makers, participation in programs and activities, and access to information, services, and the physical environment of the home.

PROVIDE THE PLAN IN AN ACCESSIBLE FORMAT ON REQUEST

You must also provide your plan in an accessible format when asked. Accessible formats include HTML, Microsoft Word, braille, accessible audio formats and large print.

Dundas Manor is required to review and update our accessibility plan once every five years and post on our website- last completion was 2026.

Accountability and Oversight

The Administrator (or designate) is responsible for oversight of accessibility

compliance at Dundas Manor. Accessibility initiatives are monitored through leadership review and incorporated into quality improvement processes. Feedback from residents, families, caregivers, staff, and the public is used to identify and address accessibility barriers.

ATTITUDINAL BARRIERS

These may result in people with disabilities being treated differently than people without disabilities.

Attitudinal Barriers

- ✓ Thinking that people with intellectual disabilities are not able to make decisions.
- ✓ Assuming that a person who has a speech impairment cannot understand you.
- ✓ Believing a person who has a mental health disability or someone who uses a wheelchair would not be a good employee.
- ✓ Assuming that a person with vision loss cannot enjoy movies, TV or concerts.
- ✓ Avoiding a person with a disability in fear of saying the wrong word or offending them.
- ✓ Thinking that every person with a disability will need costly accommodation.

Possible Solutions

- ✓ Do not assume what employees or customers with disabilities can or cannot do. Ask them.
- ✓ Train staff to interact and communicate with people with different types of disabilities.
- ✓ Learn about ways you can accommodate employees with disabilities.
- ✓ Learn about the different ways and available technologies that help people with vision loss enjoy movies, TV and concerts.
- ✓ Train staff to interact and communicate with people with different types of disabilities.
- ✓ Learn about the types of accommodations for people with disabilities. Many are low cost.

INFORMATIONAL AND COMMUNICATION BARRIERS

These barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

Informational and Communication Barriers

- ✓ Print that is too small to read.

- ✓ Presentation materials for meetings, such as slide decks and videos, are not accessible to employees with low vision or who have hearing loss.

- ✓ Videos don't have captions and are not accessible to people who have hearing loss.

- ✓ Brochures, guides and advertisements are not clear or easily understood.

- ✓ Website pictures are not described and are not accessible to people who rely on assistive technology.

- ✓ Complicated, busy or confusing signs.

- ✓ Seating arrangements make it difficult for people who have hearing loss to fully participate in meetings.

Possible Solutions

- ✓ Make everyday documents, like signs and menus, easy to read by making sure that the print is legible for most people.

- ✓ Develop a template for slide decks using large fonts, high contrast colours and clean layout.

Provide a visual description of the slides when making a presentation.

- ✓ Provide captions for videos and, when this is not possible, provide a text transcript of the video.

- ✓ Use plain language, symbols and pictures to get your message across.

- ✓ Provide descriptions or alt tags for pictures for people who rely on assistive technology.

- ✓ Keep signs clean and clear. Make information available in another form, such as a chart or pictogram.

- ✓ Arrange seating at a round table to facilitate lip reading. Use assistive listening or amplification devices as appropriate.

- ✓ Marketing and communications are not inclusive, either in depicting people with disabilities, including them as a potential target audience, or in considering them.
- ✓ Residents may not consistently receive information related to care conferences, consent, activities, dining services, or emergency procedures in formats that are accessible to their individual communication or sensory needs.
- ✓ Check that your marketing and communications efforts reach people with disabilities. Include people with disabilities of all generations in photos, testimonials, and other communications.
- Ensure marketing collateral such as flyers, brochures, podcasts and YouTube videos, are accessible.
- ✓ Ensure residents receive information in accessible formats related to care conferences, consent, activities, dining services, and emergency procedures.

TECHNOLOGICAL BARRIERS

These occur when technology or the way it is used does not meet the needs of people with disabilities.

Technological Barriers

- ✓ Emails or other electronic communications are not accessible to people who use screen readers.
- ✓ Having only one way for your customers to reach you, for example, by telephone only.
- ✓ Accepting only online job applications.

Possible Solutions

- ✓ Make sure every email is accessible to people who use screen readers and offer alternative methods of communication.
- ✓ Allow customers to contact you in a variety of ways including telephone, email, TTY or train your staff on using the relay service over the phone.
- ✓ Welcome job applications in several formats.

SYSTEMIC BARRIERS

These are aspects of policies, practices and procedures that result in people with disabilities being treated differently than others or sometimes excluded altogether.

Systemic Barriers

- ✓ People with disabilities are excluded from events or included as an after-thought when planning events.
- ✓ Not knowing about the different types of accommodations an employee might need to return to work after an absence due to a disability.
- ✓ There is no leadership or accountability for issues related to accessibility for people with disabilities.
- ✓ Hiring policies do not encourage applications from people with disabilities.
- ✓ Procedures may exclude some employees, such as directing maintenance/housekeeping staff to only use certain cleaning products that can cause allergic reactions.

Possible Solutions

- ✓ Make sure that accessibility is considered when making plans for events and invite attendees to tell you if they have different needs. Consider using an accessibility checklist for events.
- ✓ Learn about the types of accommodations employees might need. Talking with employees about their specific needs is a good first step.
- ✓ Designate a point person to implement accessibility policies and procedures.
- ✓ Review current hiring processes to identify and remove barriers, such as inaccessible locations for interviews.
- ✓ Review and update procedures to allow for reasonable accommodation of employees with disabilities, including providing alternative products or equipment where

- ✓ Accessibility needs may not be consistently identified, documented, or addressed within standardized processes for resident care planning, admissions, transfers, and discharge.

required, in consultation with the employee.

- ✓ Ensure accessibility considerations are incorporated into resident care planning, admissions, transfers, and discharge processes.

PHYSICAL AND ARCHITECTURAL BARRIERS

These barriers in the environment prevent access for people with disabilities.

Physical/Architectural Barriers

- ✓ Aisles are blocked by displays or merchandise making them too narrow for a person using a wheelchair or walker.
- ✓ Event or meeting spaces are inaccessible.
- ✓ Accessibility features such as power-operated doors are broken and not fixed promptly.
- ✓ Some resident washrooms may not be fully accessible to residents, visitors, or staff with mobility, sensory, or cognitive disabilities due to layout, fixtures, door widths, flooring, lighting, signage, or level changes.

Possible Solutions

- ✓ Consider the paths that your employees and customers take when creating displays or storing merchandise.
- ✓ Think about potential barriers when selecting a venue. Do not just look for a ramp. Consider the washrooms, lighting and signage.
- ✓ Develop a maintenance plan and ensure prompt response times when equipment is broken.
- ✓ Consider accessibility in resident rooms, washrooms, dining areas, activity spaces, outdoor areas, and emergency exits.

Monitoring and Review

Dundas Manor monitors accessibility issues through feedback, operational reviews, and quality improvement processes. This plan is reviewed and updated at least every five years, or sooner if required, to ensure continued compliance with legislative requirements.

Training and Awareness

Dundas Manor provides accessibility training to staff, volunteers, and others as required under the AODA. Training supports respectful communication, accommodation of disabilities, and accessible service delivery within the long-term care environment.

REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11