

## Braemar Long Term Care Accessibility Barriers Assessment for 2024

Barrier	Indicators	Activities	Timeline	Status	Person Responsible
Environmental	Noisy environment due to outdated call bell system, residents with impairment yelling; staff being noisy at change of shift	Evaluate peak time of increase noise level – can activities be incorporated to help minimize noise. Education to staff re: shift change noise especially at night or during early morning  Develop a plan to replace outdated call bell system	Ongoing  December 2024	ongoing	Administrator  Environmental Services Manager  Professional Practice Coordinator
Environmental	Visual Aids for recreation	Large print books/magazines are available as well as talking books for the visually impaired	ongoing	ongoing	Director of Recreation
Environmental	Visual Aids for recreation	Sheet magnifiers for TV's/computer monitors can be obtained as needed	ongoing	ongoing	Director of Recreation
Attitudinal	Customer service for disabled persons	Ensuring mandatory education related to ADOA standards is completed by all staff annually. There is a module on “Surge learning” regarding customer	Upon hire and as required	ongoing	All staff

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		services & accessibility for disabled persons which is part of orientation and annual education for all staff of all departments			
Attitudinal	Respect is shown by all staff in the care of adaptive devices used by residents	<p>Proper care and cleaning of wheelchairs by using to reduce the number of complaints of dirty wheelchairs</p> <p>Hearing aid operated and stored properly and care of glasses &amp; dentures has been stressed by nurse managers/RN's</p> <p>Adaptive feeding aides ordered and implemented as needed</p>	ongoing	ongoing	All staff
Financial	Staff assist residents to access all possible grants/funds from Gov't & various organizations	Rate Reduction forms, applications for ODSP, ADP applications, ostomy grants, CNIB etc	ongoing	ongoing	Administrator, Director of Recreation

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Financial	Outings – due to financial constraints residents/families may not be able to participate	Select outings i.e. light tour, for individuals to attend where there is no fee involved  Allocate funds from recreation budget to subsidize residents to be able to participate	ongoing	ongoing	Director of Recreation
Employment	Braemar remains an equal opportunity employer	Hiring personnel will not refuse persons with disabilities who can complete the requirements of the job	ongoing	ongoing	Department Managers
Employment	Most job positions restrict individuals with some mobility disabilities	Evaluate each job position to determine what disabilities can be accommodated	ongoing	Ongoing	Administrator, Leadership team, Health and Safety Committee
Communication	Deafness/hard of hearing	Use of amplified equipment (ie: using pocket talkers for enhancing visiting /calling)	ongoing	ongoing	Director of Recreation
Communication	Aphasia	Picture boards are available	ongoing	ongoing	Director of Recreation

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Communication	Language barriers	Investigate external Interpretation services –provide on site visits	ongoing	ongoing	Director of Recreation
Communication	Mental health involving delusions /hallucinations  Mental disability hampering ability to understand communications	Education on behaviours, GPA courses/PIECES course communication module to educate staff working with these persons  Utilization of the BSO team	Annually	ongoing	All Staff
Communication	Decreased cognitive status impairing ability to communicate	Education on behaviours, GPA courses/PIECES course communication module to educate staff working with these persons  Use of pictures/short simple one step at- a- time instructions are being stressed	annually	ongoing	All Staff

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		as best methods of communication with a person with cognitive limitations			
Communication	Independent access to look up information, communicate with family or friends, leisure activities	Touch screen accessible computers available to residents on each floor	ongoing	ongoing	Director of Recreation
Systemic Barriers	Affordability and access to long term care beds	<p>Work with families, LHIN care coordinators to ensure appropriate bed matching is done.</p> <p>Review applications in timely manner.</p> <p>Ensure appropriate supports and level of care available for individual resident needs.</p> <p>Assist with applications for rate reduction/funding as applicable.</p>	ongoing	ongoing	Administrator, Director of Care

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		Relocate resident to alternate room they can afford if necessary			
Systemic	Access to medical care/health services not provided by the home	<p>Develop partnerships/contracts to ensure residents have access to medical or health services as required (ie: specialists' appointments, surgeries)</p> <p>Assist in arranging transportation, accompaniment if needed</p>	ongoing	ongoing	Administrator, Director of Care
Other Barriers	Any barriers identified by persons served, personnel, other stakeholders	Provide an avenue for feedback from all persons served	ongoing	ongoing	Administrator