

	POLICY
DEPARTMENT: Human Resources	Page: 1 of 11
SUBJECT : AODA Accessibility and Multi-Year Accessibility Plan	
Last reviewed: August 20, 2025	ISSUING AUTHORITY: Professional Practice
Next Review: August 20, 2026	

Accessibility and Multi-Year Accessibility Plan

2023-2028 Accessibility Plan

This Plan outlines the policies and actions Braemar will implement to enhance opportunities and access for people with disabilities.

Statement of Commitment

Braemar is dedicated to the principles of the Accessibility for Ontarians with Disabilities Act, 2015 (AODA), and to fully meeting its requirements. We are committed to ensuring that all residents, guests, and employees with disabilities are treated with respect, dignity, and independence. Our goal is to provide equal and timely access to our services for everyone.

Statement of Ongoing Commitment

Over the years, Braemar has made meaningful progress in enhancing accessibility throughout our organization. We have met all AODA compliance deadlines, implementing accessible customer service, individualized emergency response plans, comprehensive staff training, accessible communication formats, and inclusive employment practices.

Braemar is committed to maintaining these high standards and continuing to improve accessibility for residents, staff, and visitors alike. We strive to create an environment that promotes dignity, independence, integration, and equal opportunity for all individuals with disabilities.

To build on this progress, we will:

- ☐ Continuously review and update policies and procedures to align with current best practices in accessibility;
- ☐ Monitor compliance with accessibility regulations and standards;
- ☐ Engage with people with disabilities to identify and remove barriers;
- ☐ Provide ongoing training to ensure staff are equipped to support diverse accessibility needs;
- ☐ Maintain accessible feedback processes and communication channels.

Through this Multi-Year Accessibility Plan, Braemar reaffirms its commitment to fostering an inclusive and respectful community for everyone.

Multi-Year Accessibility Plan

Under the AODA, Braemar is required to establish a Multi-Year Accessibility Plan. This Plan outlines our strategy to comply with current and future obligations under the Integrated Accessibility Standards Regulations (IASR). Braemar will ensure the Plan is publicly available, can be provided in alternate formats upon request, and will be reviewed and updated at least once every five years. Below are the key initiatives Braemar has completed and plans to implement from 2025 to 2028:

Customer Service Standards Requirements — Future Accessibility Initiatives (2025–2028)

1. Digital Accessibility (2025–2026)

- ☐ Ensure all online documents, website content, and communication materials conform to WCAG 2.1 Level AA standards.
- ☐ Provide alternative formats (audio, large print) upon request.

2. Transportation Accessibility (2025–2027)

- ☐ Partner with accessible transportation providers to support resident outings.

3. Emergency Preparedness Accessibility (2025–2026)

- ☐ Enhance individualized emergency plans for residents with sensory, cognitive, or mobility disabilities.
- ☐ Install visual fire alarms and tactile signage in common areas.
- ☐ Provide annual staff training on assisting residents with disabilities during emergencies.

4. Wayfinding & Signage Accessibility (2025–2027)

- ☐ Install high-contrast, pictogram signage in key areas.
- ☐ Implement color-coded pathways or cues to assist residents with dementia.

5. Training & Awareness Expansion (Annual, starting 2025)

- ☐ Expand training to include invisible disabilities such as mental health, autism, and chronic pain.
- ☐ Incorporate lived-experience guest speakers.
- ☐ Track training completion through performance reviews.

Any additional accessibility barriers related to employment will be addressed by Braemar's Human Resources Manager to ensure appropriate review and resolution.

Design of Public Spaces

Braemar complies with the Accessibility Standards for the Design of Public Spaces when building or making major modifications. Current accessible features include:

- ☐ Accessible off-street parking
- ☐ Ramp entrances/exits at main entrances
- ☐ Automatic door openers
- ☐ Spacious areas to accommodate mobility devices
- ☐ Wheelchair-accessible washrooms

Service Disruption Procedures

To minimize impact on accessibility during service disruptions, Braemar will:

- ☐ Act immediately to restore service as quickly as possible;
- ☐ Notify residents and the public promptly with details about the disruption and remediation efforts via email, posted bulletins in large print, and in-person communication when necessary.

Contact Information

For more information about this Multi-Year Accessibility Plan or Braemar's accessibility policies:

Visit: www.braemar-rc.com (policies, procedures, feedback form)

Or contact:

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Accessible formats of this document are available free upon request.

Braemar Long Term Care Accessibility Barriers Assessment for 2025

Barrier	Indicators	Activities	Timeline	Status	Person Responsible
Digital Accessibility	Ensure all online documents, website content, and communication materials can be accessed, read, and understood by everyone — regardless of disability.	<p>Provide alternative formats (Braille, audio, large print) upon request.</p> <p>Education to staff on creating accessible digital content.</p>	<p>Ongoing</p> <p>2025-2026</p>		All Departments
Emergency Preparedness Accessibility	Enhance individualized emergency plans for residents with sensory, cognitive, or mobility disabilities.	<ul style="list-style-type: none">• Install visual fire alarms and tactile signage in common areas.• Provide annual staff training on assisting residents with disabilities during emergencies.	<p>Ongoing</p> <p>2025-2026</p>		Administrator Environmental Services Manager

Wayfinding & Signage Accessibility	Implement color-coded pathways or cues to support residents with dementia.	<ul style="list-style-type: none">• Install high-contrast, pictograms for key areas.	Ongoing 2025-2026		Administrator Environmental Services Manager Director of Recreation
Training & Awareness Expansion	Expand annual accessibility training to include invisible disabilities (mental health, etc)	<ul style="list-style-type: none">• Track completion as part of performance reviews.• Incorporate lived-experience speakers into education sessions.	Annual, starting 2025		All Departments
Environmental	Noisy environment due to outdated call bell system, residents with impairment yelling;	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	Ongoing December 2025	ongoing	Administrator Environmental Services Manager Professional Practice Coordinator

		replace outdated call bell system			
Environmental	Visual Aids for recreation	Large print books/magazines are available as well as talking books for the visually impaired Utilize DementiaAbility reading material to assist with 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 AODA standards is completed by all staff annually. There is a module on	Upon hire and as required	Ongoing	All staff

		“Surge learning” regarding customer 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	Proper care and cleaning of wheelchairs by using to reduce the number of complaints of dirty wheelchairs Hearing aid operated and stored properly and care of glasses & dentures has been stressed by nurse managers/RN’s Adaptive feeding aides ordered and implemented as needed	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,	Ongoing	Ongoing	Administrator, Director of Recreation

		CNIB etc			
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	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	annually	ongoing	All Staff

		Use of pictures/short simple one step at- a-time instructions are being stressed 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	Work with families, LHIN care coordinators to ensure appropriate bed matching is done. Review applications in timely manner. Ensure appropriate supports and level of care available for individual resident needs.	ongoing	ongoing	Administrator, Director of Care

		Assist with applications for rate reduction/funding as applicable. Relocate resident to alternate room they can afford if necessary			
Systemic	Access to medical care/health services not provided by the home	Develop partnerships/contracts to ensure residents have access to medical or health services as required (ie: specialists' appointments, surgeries) Assist in arranging transportation, accompaniment if needed	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
Barrier	Indicators	Activities	Timeline	Status	Person Responsible