



APANS Health Services

ACCESSIBILITY PLAN

Park Lane Terrace

2023

Accessibility Quality Improvement Worksheet

Suggested barriers to be addressed: Environmental, Architectural, Attitudinal, Financial, Employment, Communication, Transportation, etc.
 Working to meet the needs of persons served, personnel, other stakeholders

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
Architectural							
Bathroom accessibility at front; Door width of bathrooms at front is not suitable for wide wheelchairs. Bathroom size is a challenge due to equipment use.	Increase door width and bathroom size during redevelopment of Willow and Cedar MOH Funding for redevelopment of B and C Homes. Replace counter tops	Medium	Unknown	APANS	Unknown	Deferred to time of redevelopment	HO Facilities Manager
Lack of storage space at front of building	Consider with plan for redevelopment of front. MOH Funding for redevelopment of B and C Homes	Medium	Unknown	APANS	Unknown	Deferred to time of redevelopment	Facilities Manager

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Fire Safety at front – no sprinkler system in the event of a fire. Note: All other precautions are installed	Get quotes/Fire Sprinkler systems installed.	High	Unknown	APANS	2025	Plan is being developed through HO. Annual assessment completed in October 2022 Obtaining quotes for the front to get sprinklered May 2023	DES/HO
Environmental							
Heating/Cooling within the building is not consistent in all locations	Purchase of new air conditioning units for Twin River Use of electronic air temperature sensors	High	Unknown	Building Maintenance	December 2022	Air conditioning units installed in December 2022 May 2023 Grand/TV lounge/Activity room air conditioning installed	DES
Décor in Tub and shower rooms is very	Work with staff and residents on units with this	Medium	Depends on plan for the BR	Building Maintenance	December 2023	Infection control issue with adding decorations to the tub	DES/ED/IPAC

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institutional – needs to be reviewed	<p>project</p> <p>Pricing of acrovan</p> <p>Remove unnecessary furniture</p> <p>Wall covering for tub room?</p>					rooms-postponed at this time	
Preventative Maintenance on aging section of theHome	<p>DOC, Admin& H&S go through home to identify areas of need, Reference inspection reports from the MOH, Public Health and Fire Dept.</p> <p>Downspout that continues to pour water</p>	High	Unknown	Other Accommodation	December 2023	On Going	Health & Safety And all Directors

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	<p>onto new cement pad- some downspouts have been extended but lack of product has caused a delay in completing</p>						
<p>Preventative Maintenance- need to ensure that the items and time intervals for PM is consistent with the new policies. Also need</p>	<p>DES will need to go through policies to ensure accuracy of Preventative maintenance program</p>	<p>high</p>	<p>Unknown</p>	<p>Facility Budget</p>	<p>April 2023</p>	<p>Jan 2022 and ongoing</p>	<p>DES</p>

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to see template to know what is prompting Maintenance Care as Dietary PM does not seem to be on it.							
Attitudinal							
Work on Staff recognition opportunities to improve staff morale	<p>Review and revise staff appreciation events.</p> <p>Increase number of events throughout the year.</p> <p>Relaunch wellness committee</p> <p>Star program is really working well</p>	High	\$2000	All dept. budgets	Dec 2023	April 2022 and ongoing	All Managers

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	Wellness committee will be integrated into the Health and Safety committee as per the new policies						
Residents and their families have increasing expectations	Continue to ensure that the services we offer are clear at every step in the move in process and throughout their stay at the home. Tour, application, admission contract review, MDC and newsletter. DBS collects all family emails on admission. Emails to families with	Medium	Unknown	N/A	Dec 2023	January 2022 and ongoing	All employees DBS DPASS ED

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	<p>Directive updates sent via email. One call used to communicate with families and staff well received New website up and running and Home will be able to post to this for communication</p>						
Financial							
Ensure resident accounts are paid in full	<p>Monitor monthly AR reports with head office. Contact families as soon as an issue is found</p>	Medium	Unknown		Dec 2023	<p>June 2022 and ongoing May 1st 2023 – full payment for outstanding account 18,000+</p>	DBS

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						<p>May 15th – Resident gave a cheque for just over 50% of arrear</p> <p>One resident is making regular installments for arrear</p>	
CMI uncertainty can adjust our budget	<p>Continue to monitor changes in resident condition.</p> <p>Maintaining a list of residents who have a combination of NR and PT to ensure</p>	High	Unknown	Nursing & Programs	April 2023	<p>January 2023 and ongoing</p> <p>January 2023 and ongoing</p> <p>January 2023 and ongoing</p> <p>January 2022</p>	<p>DCS</p> <p>RAI</p>

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	<p>maximized Funding</p> <p>Reviewing residents for opportunities for increased CMI opportunities</p> <p>RAI coordinator has been a great asset to the Home and monitors changes constantly</p>					Change to CMI May 2023 – decreased points	
Employment							
Recruitment of Staff is a challenge	<p>Proactive recruitment for staffing (portable signage on the lawn, school relationship with schools, available grants)</p> <p>Utilize appropriate</p>	HIGH	Unknown	Advertising Budget	Dec 2023	<p>January 2023 and ongoing</p> <p>January 2023 and ongoing</p> <p>Increase in applications in nursing for April/May 2023</p>	<p>DBS DOCS</p> <p>Leadership team</p>

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	<p>websites for our area (indeed)</p> <p>Investigate school job fairs for possible recruitment opportunities</p>						
Retention – Challenges around retaining new staff in all departments	<p>Adequate, individualized training- review of satisfaction survey for individual educational needs</p> <p>Master schedule revision</p> <p>Focus on mentorship programs</p> <p>Wellness program retirement,</p>	HIGH	Orientation Cost	Departmental Budget	Dec 2023	<p>March 2022</p> <p>May 2023</p> <p>Aug 2022</p>	ED Dir CS CS coordinator

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	LOA's etc. Coaching available for members as needed Education for SLT						
Scheduling – delays in scheduling of interviews due to requirement of back and forth email communication, often preferred method by potential employees, which can delay potential start dates	Use of Calendly to make scheduling simple and allows potential applicants to choose time that works in their schedule while considering schedule of interviewer	Low	Free	N/A	Dec 2023	Implemented by DOCS May 2023 – information sent to other team members May 31 st 2023	Management
Communications							
To continue to enhance communication	Monthly newsletter	Low	Cost in time to collect	Admin budgets.	Dec. 2023	January 2023 and ongoing	ED DBS All Managers

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with family, POA and staff.	<p>Use of One Call Now</p> <p>Use of email communications</p> <p>Maintain Family forum meetings Memos and dept. meetings</p> <p>Maintain Family and Residents invitationsto CQI meeting.</p>		this information.			<p>January 2023 and ongoing</p> <p>January 2023</p> <p>January 2023 and ongoing</p>	
Transportation							
Resident Transportation is a challenge in and outside of the town limits	<p>Use of Brant Transit, accessible taxis, and transport companies</p> <p>Social work assists in reviewing options for</p>	Medium	Unknown		Dec. 2023	Management	

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	individual resident needs						
Other:							
As part of HQO initiative falls reduction is a challenge	Continue to do high risk rounds which includes increasing assessment process Conduct root cause Analysis Trial of wireless equipment in one home area Collaboration with RNAO re: falls and gap analysis	High	Unknown	MOH: nursing budget; equipment budgets	December 2023 December 2023 December 2023	Trialed April 2022 for wireless falls Ongoing May 2022 and ongoing September 2022 and ongoing	ADOC
Accessibility to diagnostic services	ED attempted alternate contact for US/x-ray DBS contacted	HIGH	none	HCCSS/ MOH		December 2022 and ongoing September 2022	

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	<p>multiple eye care services to attend the home, however no success</p> <p>Work with NLOT for non urgent care options</p> <p>Completed application for bladder scanner funding</p>						
<p>Visitor parking/Handicap Parking spots</p>	<p>We have visitor parking at the front of the building</p>	<p>low</p>	<p>unknown</p>	<p>Capital/redevelopment</p>	<p>Deferred to rebuild</p>	<p>May 2023 – Management/ Non-union park at the rear to open up front parking availability June 2023- Second entrance opened up for staff which has opened up spaces at the</p>	<p>HO</p>

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						front.	
Tuck shop accessibility related to large desk	Review with HO if able to remove/modify during carpet removal	medium	none	none	February 2023	March 2023 – large desk removed and new flooring – more accessible	HO/ED/DES/DP ASS
Visitation-restricted for those due to who are unvaccinated	Review of policies from HO Assisting those with alternative visiting options (skype, window visits)	low	unknown	none	Annually or as needed on case by case	January 2023 April 2023 – changes to visitation policy to allow unvaccinated visitors without restrictions June 2023 – no more swabbing/active screening	HO

Review date: _____