



# UHS Accessibility Plan 2025 - 2028

## The Accessibility Plan

Unionville Home Society’s (hereinafter referred to as “UHS”) annual accessibility plan describes: The measures that UHS has taken in the past, the measures that UHS plans to take during this fiscal year, to identify, remove and prevent barriers for the persons served by the organization. The annual process ensures that the organization considers solutions that will benefit, impact and improve the overall accessibility needs of UHS within our present architectural boundaries.

The Senior Leadership Team is responsible on an annual basis for the:

- Review of policies, programs, practices and services that cause or may cause barriers;
- Identification of barriers that will be removed or prevented in the coming year;
- Description of how these barriers will be removed or prevented in the coming year; and
- Preparation of a plan on these activities.

Architectural				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Physical				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Current Spa rooms have limited movement; door barriers are too narrow; lifts are older;	Renovate all spa rooms.	Funds from Foundation and internal capital	Yearly from 2023 – 2028 fiscal years	3 out of 5 completed
Inability to view full property for safety and security purposes	Install multiple security cameras across campus to monitor space 24/7. Estimated at 130 Cameras	Internal Capital	Installation by Q1 26/27; System training end of Q1	All cameras installed by Q1 26/27
Risk residents when they elope as current system not advanced enough.	New resident elopement alarm system to be installed by Q4 25/26	Internal	Q4 25/26	Q1 26/27

Barrier to enter the activity room as door is not automatic	Auto door install and larger door size	Internal	Estimated Q4 2026/27	
Removal of physical and visual barriers for staff	FOB"ulous" project ensures that all staff have electronic fob access to the building to reduce the need to physically enter a code.	Internal	Q1 26/27	Completed Q4 25/26
Well defined traffic flow to ensure public safety with increased traffic due to new building (4310) development.	More visibility in driveway with enhanced visual division of directional flow. Installation of walkways and sidewalks to direct pedestrian flow and avoid danger to public. Clear division of property ownership with regards to traffic flow, road crossing and signage installation.	Collaboration with York Region on design	Work on flow and signage Q3&4 23/24  Wayfinding signs Q2 24/25	Completed
Aging call bell system triggers random outages	Install new upgraded call bell system gradually over q3 25/26 to Q2 26/27	Internally	Gradually over Q3 25/26 to Q2 26/27	Completed
Resident Shed in the courtyard is aging and not accessible	New shed purchase and installation that can accommodate assistive devices (wheelchairs, walkers etc)	Dementiability funding	Q1 26/27	Q4 25/26

### Communication

Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Residents with multiple languages in the workplace	York Health Data Visualization Project to augment the pictogram initiative that creates data outputs in visuals versus data so that it can be universally understood	Internal	Q4 26/27	
Difficulty navigating website	Hire third party vendor to redo the website to make it easier and more user friendly to navigate	internal	Q4 25/26	New Website Completed
Access to information on Medical Assistance in Dying	Initial Information sessions held with residents, families, physicians, housing residents and community at large Medical Director consultation and federal government ongoing discussions on Medical Assistance in Dying (MAID) and mental health have impacts on implementation.	Updated policy and communication with stakeholders	Align with federal government timelines,	Policy Completed Q4 2025

### Transportation

Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
<b>Attitudinal</b>				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Lack of understanding and awareness of cultural differences for residents and staff from different ethnic backgrounds	Leadership team to examine ethnic attitudinal barriers and impact on resident care and employee interactions. Provide cultural sensitivity education to staff on an ongoing basis. The CREW leading diversity focused staff engagement and Recreation staff for resident activities. Diwali celebration for all staff	Investigate best practices, Management team to model expected behavior and consider training options available		On-going
Gender differences impact care and services for residents who prefer same gender care givers.	Provide residents and staff with education on gender bias in the workforce. E.g. to improve understanding and acceptance to care and services provided by male personal support workers and nurses.	Opportunities to educate residents and staff including during admissions and care conferences and sensitivity to individual circumstances		On-going
<b>Financial</b>				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Residents lack resources to participate in Recreational programs and personal care needs (unfunded).	The Foundation provides support for residents in need when identified by the Social Worker/Administrator. ADP to update Client Subsidy Program.  Rate reduction program funding will be sought via application to gov by UHS.	Consider options to pay including fund-raising.		On-going
<b>Employment</b>				
Description of Barrier	Strategy for its removal/prevention	Required Resources	Timeline	Status
Reasonable accommodation for employees and potential employees during the recruitment selection process	Provide information about reasonable accommodation in each job posting. Provide virtual options for interviews. Each successful applicant will be notified about the organization's policies for accommodating employees with accessibility needs. Bill 149/190/229 enhancements to job postings as well as updating "website/indeed/linkedin etc" with necessary changes	Update job postings and communication with parties		On-going  Job postings updated in 2024/2025  Bill 149/190/229 amendments made Q3

				24/25 and Q4 2025
Understanding of employee accommodation by managers and employees	Managers will assess accessibility needs of employees when conducting performance management and during recruitment. Policy update and communication on accommodation process	Communication tools; HR support		On-going
<b>Community Integration</b>				
<b>Description of Barrier</b>	<b>Strategy for its removal/prevention</b>		<b>Timeline</b>	<b>Status</b>
Remove Barriers for residents with dementia to participate meaningfully in programs	Implementation of Dementiability program;  Implementation of the “Get to know me program” Nursing and recreation staff getting to know our resident’s interests in community activities	Funded through provincial Government	2026/2027  Q4 2026/27	Ongoing
Removing barriers to access programs; improve quality of life and improve connections with our residents, our community and our staff.	Embed technology into programs and services to increase accessibility for residents, removing barriers to access programs; improve quality of life and improve connections with our residents, our community and our staff. <ul style="list-style-type: none"> <li>- VR</li> <li>- Budii</li> <li>- EVOKE</li> <li>- Robotics – robotic wheelchair</li> </ul>	Internally funded.	VR – Q3 2025/26  Boodie – Q1 2025  EVOKE – Q1 2025  Robotics - Q4 2026	Completed  Completed  Completed