



Updated 2023

Hellenic Home for the Aged Accessibility



Human Resources Department
Hellenic Home for the Aged Inc.
Updated December 2023

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Accessibility Hellenic, Accessibility Plan

Statement of Commitment

Hellenic Home for the Aged Inc. is committed to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law.

Hellenic Home is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner.

Every five years Hellenic Home is committed to set a course to prevent, identify and remove barriers for persons with disabilities. Through this multi-year accessibility plan Hellenic Home aims to be Barrier free by December 31st, 2025.

This course includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The Accessibility Plan was originally created in 2012 to comply with the Accessibility for Ontarians with Disabilities Act (AODA) and has been updated in accordance with the compliance timelines outlined in the Integrated Accessibility Standards Regulation enacted July 1, 2011, under the AODA.

The 2021- 2024 accessibility plan continues to inform planning requirements under the Integrated Accessibility Standards Regulation enacted July 1, 2011, under the AODA. The AODA requires Hellenic Home to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities. The target date for goals will meet specific timeframes and be completed no later than December 31st, 2025.

This multiyear plan outlines the specific steps Hellenic Home is taking to improve opportunities for persons with disabilities and comply with the phased in requirements of the Regulation.

Hellenic Home remains committed to improving accessibility through the identification, removal, and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan has been developed by our Human Resources Department, Senior Management and the Health and Safety Committee in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

In accordance with the requirements, Hellenic Home will.

- Report annually on the Hellenic Home website on progress on implementing this plan.
- Provide all information relating to the plan in alternative formats upon request.
- Review and update the plan annually.

Accessibility Hellenic, Accessibility Plan

Purpose:

Hellenic Home for the Aged Inc is committed to implementing specific requirements, policies, practices, and procedures, and this multi year plan under the Standards for Information and Communication, Employment and Transportation.

The purpose of the Accessibility Plan is to ensure Hellenic Home provides:

- (1) Residents, tenants, clients, family members, visitors, and staff with barrier-free access to services, and
- (2) Residents, tenants, clients, family members, visitors, and staff safe access to the buildings and grounds.

This Plan addresses Accessibility in accordance with Accessibility for Ontarians with Disabilities Act, as well as the CARF Accreditation Standards regarding Accessibility.

Section One:

A. Report on Measures Already implemented.

Beginning in 2012, Hellenic Home began its compliance with the AODA. Hellenic will continue to comply with the Accessibility Standards from Customer service regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation- Standards for Employment, Information and Communications, and Transportation. When the Accessibility Standards for the built environment becomes law, the same will apply.

This section includes a summary of the initiatives Hellenic Home has implemented and will continue to implement through 2027. The home will review the Hellenic Accessibility Plan in conjunction with the Strategic Plan and other related documents annually.

B. Assessment Barriers

- a. **Architectural** - All of the facility's buildings are designed to be safe and physically accessible by residents, tenants, clients, and family members. They are in compliance with national, provincial, and local fire and building codes.
- b. **Environmental** -The buildings were constructed to provide excellent fire protection and noise attenuation. Hallways are wide to allow for ease of passage. Review of the Fire systems are completed regularly and upgrades to the fire systems are done upon recommendations from the Fire Department. We maintain an external support /company for monthly review and testing. Clear and visible signage and lighting are provided on the grounds and throughout all buildings. Elevators are available in all facilities. Upgrades to our accessibility standards are reviewed, budgeted, and conducted regularly as evidenced through retrofit of apartments, as well as the addition of accessible door buttons to ensure "access". Open accessible spaces are provided for residents, tenants, clients, and families to meet in a home like environment. Large screen televisions are available to allow for visibility.
- c. **Attitudinal** – The Toronto facilities are "ethno specific", the apartment complex has ethnic status, (Greeks only) to provide an environment which supports individuals of Greek decent, and admission regulations are strictly followed as outlined by the MOLTC, and the City of Toronto regulations. The independent living apartments do have ethnic status. The Adult Day program is a multicultural program. We do offer the program to younger clients who are in need and who meet the guidelines as set out by the operating guidelines. We communicate this to the public through our promotional items as well as on the website. The Scarborough Facility is a multicultural facility, and as such we do welcome residents from backgrounds other than Greek. This is communicated through onsite tours that we conduct, as well as through the HCCSS admission process. Residents are not discriminated against based on ancestry, color, creed, national origin, race, religion, gender, sex, sexual orientation, age, record of offences, marital status, same sex partnership status, family status, and handicap.
- d. **Financial** – We do not discriminate based on financial means. We provide independent living apartments, with both rates geared to income, and market value pay structures. In the Long-Term Care facilities, we offer Basic, and Private accommodation, the Hellenic Care facility also offers semiprivate beds, we do receive funding from the Province of Ontario and the City of Toronto. All prospective residents, tenants, and clients must meet and maintain certain financial requirements as per their agreement type.

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- e. **Employment** –The Hellenic Home for the Aged Inc. is committed to a policy of equal employment. Subsequently, employment policies and practices are in place to ensure that all individuals are recruited, employed, assigned, and treated in all aspects of employment on the basis of merit without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same sex partnership status, family status, and handicap. In addition, reasonable accommodations will be made for employees and applicants with disabilities. Some positions do require the incumbent to speak Greek, to be able to meet the needs and provide access to services for the residents, tenants, clients, and their families.
- f. **Communications**–The Hellenic Home for the Aged Inc. has numerous ways and means to communicate with residents, tenants, clients, family members and staff. For example: Resident, Tenant, Client, and Staff Handbooks, Resident, Tenant, Staff Newsletters, Policies and Procedures, surveys, comment cards, meeting minutes, letters, billing, memos, bulletin boards, pictures of events, etc. Resident/Tenant, Staff verbal communication takes place at the monthly staff meeting, Resident Council meetings, Committee meetings, Family Council meetings, and one- on-one conversations. In addition to the above, Hellenic Home has implemented Customer Service policies and procedures in compliance with the AODA and training has been provided to all staff.
- g. **Technology** –Hellenic’s website has been updated to be more userfriendly and has adaptations for those with visual difficulties. Hellenic has adopted the option to participate in meetings via Teams so as to eliminate geographical barriers due to COVID, distance of health status. Especially for our residents this technology allows them to be in constant communication with their loved ones may they wish to do so.
- h. **Transportation**– The Hellenic Home for the Aged Inc. has a transportation policy that outlines transportation services. Vehicles include a 20-passenger wheelchair equipped bus, and a mini- van. The Home will also charter transportation which will better suit the needs of the residents, tenants, clients as required. The Home has an agreement with a taxi company so that there is no cost to the resident. The Department designated staff selects the vehicle that best meets the needs or physical limitations of residents, tenants, and/or clients involved. Staff ensures that residents, tenants, and/or clients who attend trips understand the extent of any walking or other physical requirements. Staff and volunteers will be arranged to ensure resident, tenant, and/or client safety. Safety and Accessibility of the destination is reviewed prior to booking the trip. Hellenic Home for the Aged is conveniently located on TTC lines.
- i. **Community Integration**- None identified.
- j. **Persons Served** – None identified.
- k. **Personnel** – None identified.
- l. **Other Stakeholders** – None identified.

Accessibility Hellenic, Accessibility Plan

Actions for Removal of Identified Barriers (from 2012 to present)

- a. **Architectural** – No barriers identified.
- b. **Environmental** –The Toronto facility has added additional accessible door buttons in 2022. Hellenic has purchased adaptable dining tables to provide more accessible dining experience for residents in 2019. At the Toronto site, one of the shower rooms was renovated to meet the latest design standards for accessibility (e.g., sink height) in 2019. New handrails were installed throughout the common areas to provide a safer and more accessible environment for the residents in 2021. The old kitchenette area was renovated into a seated lounge area to provide more common space area for the residents, in addition to increasing opportunities for physical distancing for COVID-19 in 2022.
- c. **Attitudinal** – While it is true that the community is an exclusive facility to some degree, largely because of our ethnic status at the Toronto facility, there is an opportunity for individuals to access Hellenic Home services in the Scarborough facility, as well as through the Adult Day program. The programs are promoted throughout the community and on the website.
- d. **Financial** – No barriers identified.
- e. **Employment** –There are no barriers to employment other than the continual need to recruit and retain high performers with the necessary skill set. We have a diverse workforce, and hire based on skills and qualifications to do a job. We do have two or three roles that we feel must be filled with Greek speaking staff, this is a bona fide job requirement as the needs of the residents must be adequately met.
- f. **Communications** – At Hellenic Home for the Aged Inc. we continually develop and improve the communication options with our residents, tenants, clients, and families. We have identified that one of the most successful ways of communicating is by posting the calendar of events on all bulletin boards, so that everyone is aware of upcoming events or menus to ensure optimum participation. In compliance with the AODA, Hellenic Home for the Aged inc. has implemented the customer service policies, as well as training, and signage to raise awareness regarding Accessibility at Hellenic Home. Housing has adopted their own channel where major announcements are made via cable in both Greek and English, to allow tenants to remain apprised of current events in the comfort of their own home. Hellenic has adopted technology to send a text message to families for important announcements eg. COVID outbreaks. Thus, we eliminate hearing obstacles and reduce communication times.
- g. **Technology** - Hellenic has invested in TY technology to communicate with someone who is deaf, deafened, or hard of hearing.
- h. **Transportation** – None identified.
- i. **Community Integration**-None identified.
- j. **Persons Served** – N/A
- k. **Personnel** – N/A
- l. **Other Stakeholders** – N/A

Accessibility Hellenic, Accessibility Plan

Standards for Customer Service:

Hellenic Home met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures, and practices for providing goods and services to persons with disabilities and posting these in the reception area, and on the Hellenic Home website.
- Providing accessibility awareness, AODA, and customer service standard training to all staff that interact, with persons with disabilities on behalf of the company or are involved in the creation and implementation of policies, practices, and procedures for the company.
- Reviewing customer service feedback forms and providing alternate formats in large print and text formats. Continuing to provide opportunities for feedback in verbal format (at various committees or in 1:1 sessions).
- Developing a notification service for disruption of services and communicated service policy to staff so that support persons, and/or service animals are permitted onto Hellenic Home premises.
- Developing a large print poster to communicate Hellenic Home's existing feedback mechanisms and making it available at all Hellenic Home front offices.
- Adding an "Accessibility" section to the website to communicate the customer service policy and provide instructions for enhanced accessibility offerings.
- Creating a customer service policy that highlights information about Accessibility requirements under the AODA including policies, guidelines and mandatory and recommended training requirements for staff and management.
- Reporting compliance to the "customer service standard" on the Accessibility Compliance Reporting tool at Service Ontario's One-source form business website.
- Tracking attendance for the accessibility training courses.
- Communicating through policies and newsletters about the best ways to plan accessible events for customers. The Event safety handbook included accessibility considerations.

Required Legislated Compliance:	January 1, 2012
Completion Date:	January 1, 2012
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2012 requirements are added to the Accessibility Plan on an ongoing basis annually.	

Accessibility Hellenic, Accessibility Plan

Emergency response and evacuation plans under the Integrated Accessibility Standards for information and Communications and Employment.

Hellenic Home incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- Persons with various disabilities were consulted to ensure we meet the needs of all persons with disabilities in our emergency response plan, and that the public safety information and instructions are provided in a timely manner if an emergency or disaster occurs.
- Staff was instructed to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas and how identified persons will be escorted out.
- The emergency response plan and public safety information and instructions were reviewed and modified to take the needs of persons with various disabilities into consideration.
- The emergency response plan and public safety information was posted in both English and Greek on the emergency management and security program intranet site which is compliant with accessibility standards for employees.
- The emergency response plan and public safety information is available to the public in an accessible format or with appropriate communication supports upon request.
- The emergency procedures have been updated to ensure they can be followed by customers or employees with disabilities.
- Individualized workplace emergency response information has been made available to employees, who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans have been communicated to their managers and recorded in their personnel files. (No identified requirements at time of writing)
- Employees have been trained on the emergency response plan and or public safety information and instructions to ensure that they know how to interact with persons with disabilities (employees and customers) during an emergency, incident, or dangerous situation.
- Individualized emergency response information is reviewed when:
 - a. A Tenant, Resident, Client, or employee moves to a different location in the organization.
 - b. A Tenant, Resident, Client, or employee's overall needs or plans are reviewed; and
 - c. When reviewing general emergency response policies

Required Legislated Compliance:	January 1, 2012
Completion Date:	January 1, 2012
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2012 requirements are added to the Accessibility Plan on an ongoing basis annually.	

Section Two: Report on planned measures to identify, remove and prevent barriers.

This section focuses on initiatives that support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance Accessibility in other areas- information, and communications, employment, transportation, and the built environment.

C. Standards for Customer Service

Hellenic Home is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timelines as others as per the customer service policy issued January 1, 2012 and reviewed annually.

Commitment

Hellenic Home has adopted the Accessible Customer Service Policy and procedures.

Identification of Barriers

Hellenic Home has conducted an audit as well as a needs assessment and determined areas where barriers exist and included these in this plan.

Hellenic Home has identified that we do have customers who are deaf or hard of hearing and communication barriers do exist.

Planned Actions

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, Hellenic Home will.

- Hellenic Home will look at finding and implementing assistive devices or technological enhancements to our information and communication and website for the purposes of improving interaction and communication with persons who are deaf and hard of hearing.
- Hellenic Home has implemented TTY technology to communicate with someone who is deaf, deafened, or hard of hearing. Employees have been trained on how to use TTY and communicate the existence of this assistive device to customers.
- Hellenic Home will review areas in the organization to improve signage for way finding to access services as well as Emergency Routes.
- Continue to highlight the Customer Service Policy in education, training, and activities.
- Review Hellenic Home's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.
- Consider accessibility-related feedback received through all channels (i.e., correspondence, inquiries, meeting evaluations, annual surveys etc.) by assessing and responding to feedback as required.
- Ensure Hellenic Staff are aware of building-specific service disruption notification protocols.
- Identify premises and other areas where barriers may exist that prevent customer access to our goods and services (i.e., due to COVID-19).
- Review training requirements for staff who have high interaction with the public; retrain on the customer service policy and procedures, the law and any general or existing accessibility matters.
- Use visual signs to identify branding and to display posters, signage, and brochures for all locations within the premises.
- Provide appropriate accessible way finding signage and instruction to clients and visitors.
- Update customer service policy on providing services to people with disabilities in regard to accessible formats under the integrated Regulation.

Required Legislative Compliance:	January 1, 2012
Completion date:	January 1, 2012
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2012, requirements are added to the Accessibility Plan on an ongoing basis annually.	

D. Standards for Integrated Accessibility general requirements.

Commitment

To implement a statement of commitment and policy on how Hellenic Home will achieve accessibility through meeting the Integrated Accessibility Standard's requirements.

Identification of Barriers

Hellenic Home will assess physical, attitudinal, and communication barriers across the organization to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

Planned Actions

- Hellenic Home's Integrated Accessibility Standards Regulation policy and statement of commitment will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.
- Hellenic Home's Integrated Accessibility Standards Regulation policy and statement of commitment will be available to the public on the premises and on the corporate website.

Required Legislated Compliance:	January 1, 2014
Completion Date;	January 1, 2014
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2014, requirements are added to the Accessibility Plan on an ongoing basis annually.	

Accessibility Hellenic, Accessibility Plan

Accessibility Plan Maintenance

Commitment

Establish, implement, and maintain a multiyear Accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Have an Accessibility link on the organization's website stating Hellenic's commitment to AODA note that accessible formats are available upon request.

Required Legislative compliance:	January 1 2014
Completion Date:	January 1, 2014
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2014, requirements are added to the Accessibility Plan on an ongoing basis annually.	

Procurement or Acquisition of Goods, Services or Facilities

Commitment

To implement a process for the procurement or acquisition of goods, services, or facilities through meeting the Integrated Regulations requirements.

Incorporate Accessibility criteria and features when procuring or acquiring goods and services.

Identification of Barriers

Assess existing purchasing and procurement policies for barriers to access to goods and services and facilities provided by the organization.

Planned Actions

Hellenic Home will:

- Distribute a letter to key stakeholders recommending corrective actions or changes to procedures or purchasing criteria.
- Put a process in place to:
 - Use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so.
 - Upon request, provide an explanation when it is not practical to do so.
 - Make premises fully accessible.
 - Ensure that there is no goods and services disruption due to COVID-19.

Required Legislative compliance:	Not required
Completion date:	January 1, 2014
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2014, requirements are added to the Accessibility Plan on an ongoing basis annually.	

Accessibility Hellenic, Accessibility Plan

Self- Service Kiosks

Commitment

To implement a process for making features of the self-service kiosks accessible through meeting the Integrated Accessibility Standard's requirements.

Identification of barriers

Hellenic Home does not employ self service kiosks at this time; unable to identify barriers.

Planned Actions

If and when Hellenic Home employs self service kiosks, put a process in place to:

- Use accessibility criteria and features when acquiring and using self- service kiosks, except where it is not practical to do so.
- Upon request, provide an explanation when it is not practical to do so.

Areas up for review include:

1. TV
2. Computer
3. Public Telephone
4. Towel Dispensers
5. Estia Counter
6. Height Adjustable Desk

Required Legislative Compliance:	January 1, 2014
Completion date:	Ongoing review

Training

Commitment

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development and approval of the company's policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

Identification of Barriers

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

Planned Actions

Hellenic Home will:

- Provide training in respect to any changes to policies on an ongoing basis.

Required legislative compliance:	January 1, 2015
Completion Date:	January 1, 2015, and ongoing
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2015, requirements are added to the Accessibility Plan on an ongoing basis annually.	

E. Standards for Information and Communications

Hellenic Home is committed to making company information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our goods, programs, and services to the public.

Focus

Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it. While access to publications and information is usually the responsibility of the Senior Management Team, there are also related responsibilities in all departments that produce publications.

Commitment

Hellenic Home will incorporate new Accessibility requirements under the information and communications standards to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities.

Hellenic Home will endeavor to provide necessary communication supports in a timely manner.

Identification of Barriers

Hellenic Home will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities.

Planned Actions

To meet compliance with the Accessibility standards for Information and Communications under the integrated accessibility Standards requirements and remove barriers to persons with disabilities, Hellenic Home will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, considering the person's Accessibility needs.
- With the Senior Management and Health and Safety Committees, identify problems and provide recommendations for PDF documents and forms.
- Post the notice of the Accessibility plan on the Hellenic Home website and note that accessible formats are available upon request.
- With the Senior Management and Health and Safety Committee, review a wide range of materials and identify key tools and resources appropriate for the organization.
- Investigate website Accessibility software options. With input from the Health and Safety Committee, develop web accessibility guidelines.
- Provide, upon request accessible formats and communication supports for receiving and responding to feedback from persons with disabilities.
- With input from the Health and Safety Committee, establish a separate and more usable web-site search page.
- Ensure new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014

Required Legislative Compliance:	January 1, 2016
Completion date:	January 1, 2016
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2016, requirements are added to the Accessibility Plan on an ongoing basis annually.	

F. Standards for Employment

Hellenic Home is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Recruitment

Commitment

Hellenic Home will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

Identification of barriers

Hellenic Home will assess recruitment policies and procedures, methods, and attitudes to identify and remove barriers to employment of people with disabilities.

Planned Actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, Hellenic Home will:

On the Hellenic Home's website and in job advertisements, specify that accommodation is available for applicants with disabilities. Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities Inform candidates about the availability of accommodations:

- When called for an interview?
- During the selection process
- At the time of the job offer
- At orientation

If the selected applicant requests an accommodation, consult with the applicant, and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.

Required Legislative compliance:	January 1, 2016
Completion date:	January 1, 2016
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2016, requirements are added to the Accessibility Plan on an ongoing basis annually.	

Accessibility Hellenic, Accessibility Plan

Support Information for Employees

Commitment

Hellenic Home will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

Identification of Barriers

Hellenic Home will assess its supporting documents, policies, practices and procedures, methods, and attitudes to identify and remove barriers to employment of people with disabilities.

Planned Actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Hellenic Home will:

- Inform current employees and new hires soon after they begin employment of Hellenic Home's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - a) Information that is needed in order to perform the employee's job.
 - b) Information that is generally available to employees in the workplace.

Required Legislative compliance:	January 1, 2016
Completion Date:	January 1, 2016
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2016, requirements are added to the Accessibility Plan on an ongoing basis annually.	

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Documented Individualized Plans (i.e., return to work plan, accommodation plan)

Commitment

Hellenic Home will incorporate new Accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

Identification of Barriers

Hellenic Home will assess its return-to work and accommodation plans, policies, practices and procedures, methods, and attitudes to identify and remove barriers to employment of people with disabilities.

Planned Actions

To meet compliance with the Accessibility standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, Hellenic Home will.

- Develop a process outlining the manner in which the employee requesting accommodation can participate in the development of the plan, how the employee is assessed individually.
- Provide an individualized accommodation plan in writing to any employee with a disability outlining the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved.
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work.
- Include in the process the manner in which the employee can request participation of a representative from him or her bargaining agent.
- Take steps to protect the privacy of the employee's personal information.
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done.
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied.
- Include in the process the means of providing the individual accommodation plan in a format that take into account the employees accessibility needs.
- Include any individualized workplace emergency response information.
- Identify any other accommodation that is to be provided to the employee.

Required legislative compliance:	January 1, 2016
Completion Date:	January 1, 2016
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2016, requirements are added to the Accessibility Plan on an ongoing basis annually.	

Performance assessment, Career development, advancement, and redeployment.

Commitment

Hellenic Home will incorporate new Accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated, and corporate policies are followed where applicable.

Identification of barriers.

Hellenic Home will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods, and attitudes to identify and remove barriers to employment of people with disabilities.

Planned Actions

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, Hellenic Home will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - a) When assessing their performance.
 - b) In managing their career development and advancement.
 - c) When redeploying them.
- Take into account the Accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities.
- Take into account the Accessibility needs of employees with disabilities when redeploying employees.

Required legislative compliance:	January 1, 2016
Completion Date:	January 1, 2016
Note: additional actions that Hellenic has put in place that exceed/enhance the January 1, 2016, requirements are added to the Accessibility Plan on an ongoing basis annually.	

G. Standards for Transportation

This standard does not apply to Hellenic Home; however Hellenic Home is committed to ensure that the transportation that we do provide to our clients is appropriate and accessible, with a focus on safety for every outing.

H. Standards for the Built Environment

This standard is not yet law; however Hellenic Home is committed to greater accessibility in, out of and around the buildings we use. When the standard comes into force or when possible before that happens, Hellenic Home will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and /or new spaces are obtained.

Accessibility Status Report- Last Update December 2023

Includes Status from 2012-2023

#	Barrier	Action Plan for Removal	Status	Extra/Enhanced Features 2023 update
1.	Environmental – Not all washrooms/ doors have Access buttons	Install buttons. for automatic door opener	Completed in Scarborough Spa Rooms. (2019) Toronto Pending (to be completed in 2025)	
2.	Environmental – shower rooms do not meet latest design standards for accessibility	Toronto site: To renovate shower rooms	Completed in 2019	
3.	Environmental – replace handrails throughout common areas to provide a safe and accessibly environment for residents	Toronto site: replace new handrails throughout common areas	Completed in 2019	
4.	Environmental – Renovate common areas to provide physical distancing opportunities for COVID-19	Toronto site: To renovate the old kitchenette area into a seated lounge area	Completed in 2020.	
5.	Environmental – Renovate the reception and screening area to ensure a safety and accessibility	Scarborough site: To renovate the reception and screening area to ensure an inclusive experience for all residents and visitors	Pending (to be completed by September 2024)	
6.	Communication - Training required for customer service compliance with AODA	Online Training Completed December 2011- January 2012 Purchased Cliniconex, an automated care messaging system to facilitate communication and coordination between Hellenic and Families	Completed 50 front line staff and supervisors. Scarborough and Toronto (2020)	

7.	Communication – Training Annual training for Accessibility and Integrated standard with Human rights code	Added to SURGE online training for all divisions	Completed and ongoing annually	
8.	Communication- Regularly review the accessibility in the building	Add accessibility to monthly Health and Safety audit.	Completed and ongoing	
9.	Environmental- Residents cannot access the planter from wheelchairs and the planter is an obstruction	Removal of the Planters in the resident areas in Scarborough.	Completed (2010)	
10.	Environmental- Hellenic Care – outside space is not safe for residents with wheelchairs, walkers etc.	Renovate the patio to have even pathways and accessible ramps and railings. Include appropriate furniture. Improved the Garden space to allow residents to do gardening outdoors	Completed (2013)	
11.	Environmental- Adult Day Program washroom access button		Completed (2015)	
12.	Communication- Conduct a needs assessment of the Tenants in Housing Division	Action plan to be developed as needed	Completed (2021)	
13.	Environmental- Bed Shakers to be installed for tenants who are deaf to ensure safety in the event of a fire alarm		Completed (2021) and used ongoing as required.	
14.	Environmental- Install pedestal door opening system and entry intercom system	System will allow for persons with assistive devices (i.e., wheelchair) to access the buttons and intercom more easily	Completed (2011)	
15.	Environmental Update the buttons in the elevators for better access	Audible annunciator will be put in – Greek and English	Completed (2018)	

16.	Environmental Clients in Day program and LTC were exit seeking	Camouflaged the door with a homelike mural to deter exiting exit seeking	Day Program Completed (2015) Scarborough and Toronto LTC (2018)	
17.	Environmental – Adult Day Program washrooms did not have call bells	Call bells were installed in each bathroom	Completed (2015)	
18.	Environmental- Adult Day program installed alarms leading out to patio to prevent clients from eloping	Installed alarms leading out to patio to prevent clients from eloping	Completed (2015)	
19.	Scarborough Environmental- Access to courtyard	Electronic button at reception	Completed (2019)	
20.	Scarborough- Locked and closed doors block free flow for ambulation	Utilize mag. locks to hold doors open and provide for closure in emergency	Completed (2018)	
21.	Hellenic Care Environment- Outdoor space requires more shade for residents in summer months	Wider more durable awnings will be purchased in Summer of 2015 to provide more access to the outdoor space	Completed (2015)	
22.	Hellenic Care- Church access is restricted due to balcony railing not high enough	Retrofit of the balcony area adding 6 additional posts and hand railings to ensure access and safety for the residents to attend Church	Completed (2014)	
23.	Communication Identified that the Activity calendars were too small for all people to read. In Toronto	Post Activity calendars in larger font	Completed (2019)	
24.	Environmental Identified that the dining rooms needed to be adapted to be more accessible. for residents in Wheelchairs, plate guards	Introduced adaptive dining tables	Completed ADP, Scarborough and Toronto LTC (2019)	
25.	Communication Identified the need to upgrade the call bell	Installed an upgraded Call bell system	Toronto Ground Floor Completed	

	system for better communication at the Toronto and Scarborough site		(2020) 1 st Floor (Pending) Scarborough Completed (2019)	
26.	Communication Identified the need to have improved communication with residents and visitors	Installed T.V monitors in many accessible places throughout the home to allow for Calendars, announcements, pictures or activities	Completed in Toronto and Scarborough (2019)	
27.	Communication TV monitors have been installed, but feedback in Scarborough has been that the information scrolls too quickly	Rotation set to slowest speed but still too fast- looking into technology to slow rotation further	Completed (2020) Implemented RISE Vision Application	
28.	Communication Culture Identified the need for Residents to have access to more Cultural. music and movies, with the opportunity to exercise choices and not always be in the large TV or Activity rooms	Introduced the music program with I-pods for personal access, as well as TVs and speakers in various accessible places throughout the Home area so that residents could watch movies or listen to music in small groups or individually. In Scarborough floor activity room, and celebration room which connects to Wi-Fi and YouTube enabling more access to cultural movies and music	Completed (2014)	
29.	Environmental Updated automatic door openers with touchless “wave” buttons at the Toronto facility		Completed (2022)	

Accessibility Hellenic, Accessibility Plan

Information for Hellenic Home Website: www.hellenichome.org

Accessibility at Hellenic Home for the Aged Inc.

The purpose of the Ontarians with Disabilities Act, 2005 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to facilitate their full participation in the life of the Province.

Hellenic Home for the Aged Inc is dedicated to providing care and services to persons with disabilities. We strive to ensure that our facilities and services are accessible.

If you require assistance while on site, please speak to the receptionist.

For information on any of the following,

- Hellenic Home for the Aged Inc. Accessibility standards,
- Hellenic Home for the Aged Inc. Accessibility policies,
- Hellenic Home for the Aged Inc Accessibility Plan,
- To provide feedback
- To request assistance

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