

Accessibility Plan 2020-2021

April 1 - March 31

Stakeholders consulted: Discussions with persons served and staff

	Issue Identified	Action Taken to Remove or Minimize	Lead	Resources Required	Target Implementation Date	Status	Effectiveness
Environment	Clients could not access groceries during COVID	PSS staff provided grocery pickup and delivery for clients living at 255 Colborne	Community Integration, DRM&V	Staff Time	Apr-20	Complete	Effective
Environment	Gardening program not w/c accessible	Build raised garden beds	SRCCs		Summer 2020	Complete	Effective
Buildings	Client had hard time opening door to apartment	Install door opener	Colborne Supervisor, DSS	\$3,900	Mar-21	Complete	Effective
Transportation							
Finances							
Information							
Communication							
Attitude							

Accessibility Plan 2021-2022

April 1 - March 31

Stakeholders consulted: Discussions with persons served and staff

	Issue Identified	Action Taken to Remove or Minimize	Lead	Resources Required	Target Implementation Date	Status	Effectiveness
Environment							
Buildings	Client needed lift to move to community apt.	Lift installed in SAH apartment	Manager of Outreach	\$5,700	Aug-21	Complete	Effective
Transportation							
Finances							
Information							
Communication							
Attitude							

Accessibility Plan 2022-2023

April 1 - March 31

Stakeholders consulted: Supportive Housing Survey, Attendant Care/Assisted Living Survey, interactions with staff & persons served

	Issue Identified	Action Taken to Remove or Minimize	Lead	Resources Required	Target Implementation Date	Status	Effectiveness
Environment							
Buildings							
Transportation							
Finances							
Information							
Communication	Communication barrier with aphasic clients	Aphasia training at the Cowan Hub	Manager of Residential Services	Training costs reimbursed	23-Jan-23	Complete	Well received
Communication	Hard for clients to connect with Bell Lane	Replace phone system	ED, OM	16,350	1-Feb-23	Complete	Effective
Attitude							

Accessibility Plan 2023-2024

April 1 - March 31

Stakeholders consulted: Supportive Housing Survey, Attendant Outreach Survey, H&CCSS, interactions with persons served, their families, and staff

	Issue Identified	Action Taken to Remove or Minimize	Lead	Resources Required	Target Implementation Date	Status	Effectiveness
Environment							
Buildings	Client difficulty safely transferring in his apartment	Install lift in apartment at 255 Colborne Street	Colborne Supervisor	\$8,879	Dec-23	Complete	Effective
Buildings	2 Apartments at Colborne lack door openers	Install door openers	Colborne Supervisor	\$7,500	31-Mar-24	Complete	Accessible
Transportation							
Finances							
Information	Care coordinators unformed about agency programs	Teams meeting/presentation with/to care coordinators at Home & Community Care	ED, Manager of Outreach	\$0	25-May-23	Complete	TBD - Turnover in CC meeting may need to be repeated
Communication	Website WCAG 2.0 Level AA assessment	Website out of compliance. Arrangements made to have this corrected	DSS		12-Jun-23	Complete	AODA Compliant
Attitude							