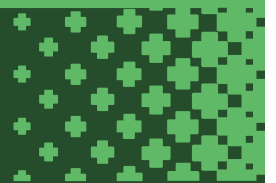


ACCESSIBILITY PLAN

Belmont Long Term Care Facility





STATEMENT OF COMMITMENT

"Belmont Long Term Care Facility is committed to ensuring equal access and participation for people with disabilities. We are dedicated to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing, reducing, and preventing barriers to accessibility by meeting our accessibility requirements under Ontario's Accessibility Laws."

Denise Mackey Administrator, Belmont Long-term Care Facility

COMPANY OVERVIEW

Belmont Long Term Care Facility is a 128-bed long term care home, located in the City of Belleville. The Home was born from an amalgamation of Belcrest Nursing Home and Montgomery Lodge on July 15, 2003. Belcrest Nursing Home's history dates back to 1943 and Montgomery Lodge's history dates back to 1968. The intent of the original owners for both facilities was to create a "home-like atmosphere". Belmont long term care facility The owner, David Clegg, strives to ensure we provide a place where our residents feel at home and where caring and compassion come first.

We provide a variety of professional and support services in order to meet the varying and complex needs of our residents. We provide 24/7 nursing care, access to a Registered Dietitian, Physician, and Physiotherapist. In addition, we offer full meal service, housekeeping, laundry, and activity services to all of our residents.

INTRODUCTION

Belmont Long Term Care Facility strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Belmont Long Term Care Facility is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.



Section 1. Past Achievements to Remove and Prevent Barriers

Belmont Long Term Care Facility has completed the following accessibility initiatives over the past few years.

CUSTOMER SERVICE

- We have updated our website to be more user friendly and allow accessibility for families to research our facility, review our different plans (pandemic, fire, communication, emergency) as well as contact us.
- We have reorganized the office space to have someone available at the front door during business hours for family questions.

INFORMATION AND COMMUNICATIONS

- We have initiated an outbreak communiqué email for family and staff for better information communication.
- We have restarted family information hour with the management team both in person and virtual to accommodate families who could not attend in person.

EMPLOYMENT

- During the pandemic and ongoing we have been able to accommodate workers with both short term and long-term medical issues into temporary positions within the facility, such as screeners/swabbers, one to one chaperone and have also had staff transition from one role to another within the facility.

PROCUREMENT

- Belmont Long Term Care Facility has initiated a lift/sling rental program so that residents and staff have access to transfer equipment in a more timely and efficient manner.
- We purchased adaptive equipment such as three-sided toothbrush to increase residents' independence while ensure adequate and improved dental hygiene care.

TRAINING

- Belmont has been committed to training/education in various relevant areas to support both staff and resident needs.
- We utilized different training modalities to ensure staff can learn in ways that are most comfortable for them (in person, online, hybrid).



TRANSPORTATION

- Belmont has a list of providers for residents and their families to access mobility sensitive services, such as the Public Mobility bus, transfer services and wheelchair accessible taxis for easier access to community resources.

OTHER

- Belmont utilized marginalized persons as volunteers to assist with cleaning high touch areas and other meaningful tasks.

Section 2. Strategies and Actions

Going forward Belmont Long Term Care Facility plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

CUSTOMER SERVICE

Belmont is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

- Belmont will strive to keep up with the needs of our residents, their families, staff, and outside stakeholders to maintain and change their needs. We are utilizing care audits and other measures to ensure and enhance any care needs. These will start in the new year and be ongoing.

INFORMATION AND COMMUNICATIONS

Belmont is committed to making our information and communications accessible to people with disabilities.

- Belmont is dedicated to utilizing all forms of communication and will be utilizing any new and innovative method in the future. Currently, no changes to the methods of communications are needed.
- In January 2024, we will be rolling out RNAO Best practice decision tools for our online documentation program which will allow us to better assess, plan and implement care for our residents with an improved resident care focus.

EMPLOYMENT

Belmont is committed to fair and accessible employment practices. We are committed to fair and accessible employment practices.

- We are committed to the continuation of the utilization of staff with short-term and long-term medical issues when able.
- We continue to accommodate when we can, all cultural and religious practices and embrace new cultures. We continue to support international staff with their educational and employment opportunities. We are committed to support the SPEP program for internationally trained nurses.



- January 2024 we are supporting a PSW class with ESL students and hopefully will benefit from the experience.

PROCUREMENT

Belmont is willing to access any equipment necessary to make the facility more accessible for our current and future residents and allow the staff to have adequate support.

- Risk and Needs assessment will be completed in 2024 looking into any equipment, supply and technology procurement that may need to investigate. We are committed to replacing any outdated equipment as needed.

TRAINING

Belmont is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- We are going to re-evaluate our online learning platform to include alternative learning methods such as having someone read the policy and record so that auditory learners could utilize.
- Upon analyzing the current submission referrals for new residents, Belmont will be looking into education on Mental Health and addiction issues in older adults as well as, enhanced communication skills in difficult situations. The first education session starts in January involving our BSB team primarily and then will be expanded.

TRANSPORTATION

Belmont is committed to accessible transportation services.

- We will maintain our list of providers for residents and their families to access mobility sensitive services, such as Public Mobility bus, transfer services and wheelchair accessible taxis. We will regularly evaluate the need to source-out additional transportation services and update transportation lists when changes are necessary. This will maintain our ability to provide our residents access to community resources.

OTHER

Belmont will meet accessibility laws when building or making major changes to public spaces.

- In 2025, to accommodate residents who require larger wheelchairs, Belmont will assess the possibility of expanding the dining room doors to ensure those residents can participate in social communal dining



For More Information

For more information on this accessibility plan, please contact:

Denise Mackey 613-968-4434

dmackey@belmonttcf.ca

Our accessibility plan is publicly posted at <https://belmonttcf.ca/>

Standard and accessible formats of this document are free on request.

