

2013 – 2018 Accessibility Barriers Report

Category of Barrier	Identified BARRIER	MEANS OF IMPROVEMENT	Target for 2017	Achievements for 2017	Ongoing Barrier Removal Initiatives
<p>Communication, Information and Training</p>	<p>Communication and educational training to employees to be deployed in additional formats.</p>	<p>Develop education for staff through Articulate software (a computerized interactive teaching method).</p> <p>Exploring the possibility of incorporating ‘read back’ software to assist employees who have reading impairments.</p>	<p>All Mandatory education available through new software and easily accessible to all staff.</p> <p>Corporate Educator to review and continue to incorporate individual training with staff that have difficulty with the amount of reading in the Articulate presentations.</p>	<p>All Mandatory education is available to staff via Articulate. Staff can access through website from anywhere with their passwords. Additional education has been added to Articulate as well to enhance employee education.</p> <p>Individualized education plans for staff that have self-identified disabilities. Corporate Educator now works with individual staff one-on-one to go through the training to make sure they are keeping up with the mandatory education schedule.</p> <p>Unable to find software with capabilities of “read back” to assist employees who have reading impairments.</p>	
	<p>Elevators not equipped with voice modules</p>	<p>Explore the possibility of adding voice communication module to existing Elevators at all sites.</p>			<p>Continue to explore possibility of adding voice communication module to existing elevators and funding sources/cost feasibility</p>
	<p>Make internet websites and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A and increasing to Level AA</p>	<p>Utilization of “Siteimprove” to identify issues and resolutions</p>	<p>Identification and correction of all Level A errors/issues.</p>	<p>All Level A errors have been corrected as well as some Level AA.</p>	<p>Continue to review and correct web site errors/issues with use of Siteimprove software. Will focus on Level AA issues.</p>

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Building Improvements	<p>Identified public accessible washrooms at all sites require installation of automatic</p> <ul style="list-style-type: none"> • door openers, • faucets, • lights, • soap & paper towel dispensers 	<p>Continue to retrofit the public washrooms at each site with items required.</p> <p>Installation of automatic items will be done as financial resources become available.</p>	<p>Review of public washrooms requiring installation of automatic devices.</p> <p>Review quotes for automatic items</p>	<p>All public washrooms have been equipped with automatic lights at SJCCC.</p> <p>Automatic lighting installed in three public washrooms at VSGV</p>	<p>SJV: All public washrooms have been equipped with automatic lights. Hand towel dispensers have been replaced with folded towel dispensers and automatic soap dispensers which meet AODA Standards for Accessible Design. Installation of automatic faucets and flushers will be done as financial resources become available.</p> <p>Touchless faucets and flushers to be installed in public washrooms at VSGV touchless dispensers for paper towels and soap to be installed in three public washrooms at VSGV.</p> <p>Touchless faucets are scheduled for installation at SJCCC in Feb 2018.</p>
	<p>Toilet flushers to be sufficient for persons with disabilities.</p>				<p>Public washrooms in all facilities that require the installation of automatic devices have been identified and a prioritized list has been developed to purchase as soon as feasible.</p>
	<p>Healing Garden at St. Joseph's Continuing Care Centre is unsafe for patients in wheelchairs and other mobility devices to access.</p>	<p>Ramp for access to Healing Garden needs to be redesigned</p>			<p>Funds from St. Joseph's Foundation 2017 Gala have been designated for Accessibility items for St. Joseph's Continuing Care Centre. Access to the Healing Garden will be addressed through this funding.</p>

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Building Improvements	Signage to navigate between CCC and St. Joseph's Villa sites pose confusion. Review directional signage options.	Review signage currently installed.	Review current directional signage for a visitor to navigate from one building to the other.	Internal directional signage has been completed at both sites	
	Signage by the road at St. Gabriel's Villa difficult to see	Review option of LED lighting to be installed around signage.		LED lighting installed around signage by the road at St. Gabriel's Villa.	
	Road sign for direction to the entrance for SJV difficult to see.	Review options for road sign to increase visibility			Investigating new road sign to provide better direction to the entrance of SJV.
	Storage rooms are dark when entered by staff that are carrying storage room supplies or retrieving items from storage.	Installation of automatic lighting when the room is entered.	Install lighting that automatically illuminates when a room is entered.	SJV and VSGV not completed to date. CCC completed	Ongoing at SJV and VSGV
	Poor visibility in parking lot at SJV and VSGV at night for visitors and staff coming and going.	Improve visibility in the parking lots.	Replace current parking lot lighting at SJV with LED lighting.	Parking lot lighting has been upgraded at SJV.	VSGV to retrofit parking lot lighting with LED lighting in parking lot as soon as feasible and funds available.
	Residents and visitors unable to key in password at front door to enter VSGV to trigger the opening of the main door.	Install a device a motion sensor to open the front door.	Source a device to provide this option and install.	Device was sourced out and deemed viable.	Installation of touchless sensor for building access for VSGV front entrance.
	Some residents/patients unable to key access code on pads to enter building from gardens and balconies.	Install push buttons that will engage automatic door openers for easier usage for residents and patients.	Push buttons installed at SJV and quotes are being gathered for automatic door openers to appropriate areas in the SJV and SJCCC healing gardens and the SJV balconies.	Automatic door opener has been installed to SJCCC healing garden	Automatic door opens gardens and balconies for easier usage for resident and patients.

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<i>Building Improvements</i>	Doors for neighborhoods at St. Joseph's Villa and Villa St. Gabriel Villa are difficult to open for residents and visitors as they are heavy.	Install automatic door openers and appropriate hardware on doors to neighborhoods.	Source automatic door opening systems and install.	Items have been sourced out and quotations secured	Installation of automatic door opening systems on neighborhood doors in St. Joseph's Villa and Villa St. Gabriel Villa as resources become available.
	Public washrooms hard to access as doors are not equipped with automatic door openers.	Install automatic door openers on all public washrooms	Source automatic door openers		Automatic door opener on public washrooms in SJCCC will be installed in 2018. SJV and VSGV will be prioritized based on availability of financial resources.
<i>Patient/Resident Service Identified Improvements</i>	Patient mechanical beds at SJCCC require replacement due to age and limited features compared to latest technology in new beds.	Replace old beds with new beds that will accommodate patient needs and safety	Continue replacement of beds as feasible.	All older beds have been replaced.	Purchase of beds part of the capital replacement plan on an ongoing basis
	Tub rooms do not have fire alarm strobes; fire alarm may not be heard in tub rooms with water running.	Install fire alarm strobes in tub rooms.	Install fire alarm strobes in tub rooms.	Not completed at SJV CCC and VSGV tub rooms have had fire alarm strobes installed	Install fire alarm strobes in tub rooms as required.
	TV arm to be installed to allow patients to see the TV from their beds. Currently patients are requesting staff to move patients in their beds so they can see the TV. (SJCCC)	Install TV arms to allow patients to watch TV from their beds.	Installation of TV arms. Source an arm that will meet the needs and install.		TV arms to be installed in rooms as financial resources are available