



APANS
Health Services

ACCESSIBILITY PLAN

Richmond Terrace

2023-2024

Accessibility Quality Improvement Worksheet

Suggested barriers to be addressed: Environmental, Architectural, Attitudinal, Financial, Employment, Communication, Transportation, etc.
 Working to meet the needs of persons served, personnel, other stakeholders

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
Architectural							
Bathroom Accessibility- Not enough space in renovated bathrooms to complete toileting transfers.	The option of commode chairs for toileting in residents' rooms. Communication of these accessibility limitations to corporate office to ensure this limitation is not repeated with future redevelopment projects. Offer alternative bathroom space.	Medium	\$600.00 each. Home currently has a surplus of commodes.	Nursing Equipment envelope	December 2024		Director of Clinical Services
Service and Delivery Entrance is not user Friendly	Replace large window with a double set of doors. Home to reevaluate	Medium	Unknown	OA	Added to OA for 2024		DOES/APANS Leadership team

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	on 2024 OA.						
Environmental							
Heating and Cooling Issues in the home	Investigate opportunities to improve the system. Computer requiring update to manage system. Currently with three year limit system fix.	Medium	Unknown	Repair and Maintenance	December 2024 System is still able to operate with Windows 7	Still operational at this time	Facility Manager APANS
Hot Water Challenges	Replacement hot water tanks	Low	Unknown	Repair and Maintenance	April 2023	1 New boiler replaced April 2023	DOES
Attitudinal							
Discrimination by family towards staff	Resident's rights education to be completed with Family Forum and through resident newsletter. Expectation of conduct shared in our newsletter. Explore the use of our visitors code of conduct reviewed	Low	0	N/A	December 2024		All Staff

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	<p>on admission and reinforced at multidisciplinary Meetings. Refer to abuse and neglect policy and procedure. Refer to Code White policy and procedure as required.</p>						
Customer Service	<p>On hire and annual customer service education through Surge Learning.</p> <p>Above and beyond recognition letters.</p> <p>Move In/Move Out Survey.</p> <p>Redirection as required for breach of behavioral standards.</p> <p>Staff appreciation.</p> <p>Educate Resident</p>	Medium	0	N/A	Spring 2024		All Staff

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	Council on expectation of customer service.						
Financial							
CMI To improve and monitor current CMI status.	To continue to monitor Ministry of Health Case Mix Index and re-indexing factor.	High	0	Nursing Budget	December 2024		ED
Ensure Resident accounts are paid in full	<p>Monitor Accounts Stay in contact with families ASAP; when in arrears.</p> <p>Pre-Authorized Deposit for 90 % of residents</p> <p>Successful transition of residents to PGT assistance Ensure that financial abuse is being appropriately reported (PGT, Police, CI – Financial Abuse)</p>	Medium	0	0	December 2024	<p>Annual review of accounts to write off outstanding debt</p> <p>Capacity assessment completed on residents as needed</p>	DOBS

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To manage finances in a fiscally responsible/sustainable manner.	<p>Ensure variances are accounted for Managers to receive budgets monthly.</p> <p>Home to receive financial info in a timely manner from HO & Directors to use Tracking Tool at home-level</p>	High	0	Management of all funding envelopes	Monthly - December 2024		ED
Employment							
Retention- Staffing Challenges all departments	<p>Exit Interviews Completed when possible.</p> <p>Maintaining working short committee.</p> <p>Successful 12 hour trials for Charge nurses</p>	Medium	0	Nursing Envelope	December 2024		All Management Staff

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>Posting of temporary full time positions.</p> <p>Use of local job fairs.</p> <p>Evaluation of our current orientation process.</p> <p>Explore the option of set schedule for part time staff. Successful for our QCA schedule. Completed, but unsuccessful</p> <p>Explore the option of monthly schedules for part time staff.</p>						
Communications							
Improve communication with Staff	Continue to utilize PCC Communications	High	PCC \$34,000.00/year	OA	December 2024		All Directors

Challenge/Barrier	Solution	Priority	Cost	Funding Source	Due Date	Actual Date	Person Responsible
	<p>Continue to utilize Staff Stat and One Call</p> <p>Continue to utilize Registered Staff email</p> <p>Continue to utilize Scheduling drive for shared information</p>		One Call \$2100.00/year				
Improve Communication with families	<p>Maintain current POA email list</p> <p>Continue to utilize One Call to communicate with families</p>	High	0	N/A	December 2024		DOPASS
Transportation							
New mass transit available for residents of Amherstburg.	<p>Care link is now available to our residents. Representative from Care link attended the home and provided an information session to</p>			Residents/families	December 2024		Director of Programs and Social Service

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	residents/families and staff. Recognize this service does not fit the needs of all residents – ie chair size Explore other options that may be available for our residents Windsor Transit new bus route to Amherstburg						
Other:							

Review date: October 2, 2023