KRISTUS DARZS LATVIAN HOME

Multi-Year Accessibility Plan
Jan 1, 2026- Dec 31, 2030

Reviewed by: Leadership Team & Joint Health and Safety Committee	**Last Revised: June 8, 2026**
Approved by: Executive Director	I certify that all the required information has been provided and is accurate. Signed: Inese Pogule

Kristus Darzs Latvian Home strives to meet the needs of its employees and residents and visitors with disabilities and is working hard to remove and prevent barriers to accessibility.

Kristus Darzs Latvian Home 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. 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 employee and volunteer 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.

This plan and accessibility policies will be made available in accessible format upon request.

Achievements to Remove and Prevent Barriers 2021 - 2025

At Kristus Darzs Latvian Home, we are dedicated to meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and removing barriers for people with disabilities.

Kristus Darzs Latvian Home has completed the following accessibility initiatives.

Areas of Opportunity	Timeline	Actions Taken
Improved Garden Access	Dec, 2022	In 2022, the Home improved resident access to the garden by installing a hold open closer with an electronic strike and lowering the threshold. This project improved access to the garden for individuals using wheelchairs.
Enhanced Access to Activities of Daily Living	Dec, 2022	In 2022, the leadership at Kristus Darzs received feedback from the Continuous Quality Improvement Committee highlighting the need for increased Occupational Therapist hours. The goal of this initiative is to identify and remove barriers for people with disabilities, ensuring our residents can maintain active engagement with life. As a result, we engaged an Occupational Therapist to provide additional hours of therapy, focusing on both individual needs and organization-wide initiatives. Since 2022, several residents with disabilities have been able to access and perform activities of daily living with more ease: answer their phone and make phone calls, engage in activities which are meaningful to residents with cognitive impairment, operate CD player/radio, use a low vision magnifier device to magnify reading material, use toilet independently using raised toilet seat, use adapted bingo device.
Accessible Hairdressing Services	Dec, 2023	During the Residents Council Meeting, residents reported that during hairdressing service, several of them were experiencing difficulties reclining backwards to use the

		basin for hair washing. As a result, Home invested in Silversport reclining wheelchair to accommodate hair washing during hairdressing service. This initiative has increased accessibility to hairdressing services.
Accessible Gardening Program	Jun, 2023	Thanks to a generous donation from a family member, the Activation Department staff introduced an Accessible Gardening Program. Raised garden boxes were installed to provide an opportunity for residents in wheelchairs to engage in gardening.
Enhanced accessibility and independence during meals	Nov, 2023	Our Dietary and Occupational Therapy teams collaborated to introduce multi-position tables in dining rooms to promote independent eating among residents. These multi-position tables, available in 2 or 4-seater styles, feature height/depth adjustable surfaces to cater to individual needs for both shorter and taller individuals. They also extend to accommodate longer legs and wheelchair footrests, allowing residents' wheelchairs to be pushed closer to the table. This initiative enhances accessibility and supports residents' independence and comfort during meals. With the community's generosity, we raised over $12,000 to purchase five four-seater and four two-seater tables. These tables improved residents' accessibility to food and beverages, positively impacting their independence and enjoyment during meals.

Upgrade to eMessenger	2024	The Home upgraded its call bell system to eMessenger with Status Solutions to improve staff response times to resident needs. The upgraded system allows staff to receive real-time notifications from residents directly on mobile devices, supporting more timely and efficient responses to resident needs.
New nursing stations	2025	The Home completed an accessibility-focused upgrade to nursing stations by installing lower counter sections to support improved wheelchair access. This modification ensures that residents and individuals using mobility aids can comfortably approach and communicate with nursing staff when needed, promoting greater independence and dignity.

Planned Strategies and Actions 2026-2030

We continue to implement measures to comply with AODA and the Integrated Accessibility Standards Regulation (IASR), creating an inclusive environment by continuously improving our policies, practices, and physical environment to meet the highest standards of accessibility.

Over the next five years, Kristus Darzs Latvian Home will aim to accomplish the following projects and programs to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Areas of Opportunity	Timeline	Actions Taken/Planned	Owner
Widening of Doorways	Ongoing	Kristus Darzs Latvian Home was built in 1985. Several aspects of the building don't meet the latest modern Long Term Care Home building standards including the width of the doorways to the resident units, washrooms and rooms. Over the past decade, the Home has continuously invested in widening these doorways to accommodate wider wheelchairs. To date, the Home has successfully widened the doorways of 12 resident units, rooms and washrooms and 4 other areas.	Environmental Services Manager (ESM)
Enhance Dementia Care	2026	Over the past several years, the Home has focused on enhancing dementia care. As part of this initiative, wall murals have been installed in resident areas. These murals have significantly improved a sense of safety and comfort for our residents living with dementia. For a comprehensive report, please watch the video by clicking on the following link: https://vimeo.com/935479225 In 2026, the Home plans to install additional murals in the floor 2 and 3 TV areas.	Dementia Care Committee
Repair and replace deteriorating sidewalks around the property	Summer 2026	These improvements will help reduce trip hazards, improve mobility for residents, visitors, and staff, and ensure safer and more accessible pathways for individuals using walkers, wheelchairs, and other mobility aids. The Home is currently obtaining quotes for the required work and will be seeking financial support from the Foundation for this initiative.	Environmental Services Manager
New blinds in dining rooms	Spring 2026	This initiative will improve comfort and accessibility for residents with vision impairment who a sensitive to bright light. New blinds will help create a more comfortable dining experience	Environmental Services Manager
Additional multi-position tables	2027	These multi-position tables, available in 2 or 4-seater styles, feature height/depth adjustable surfaces to cater to individual	Executive Director, ESM, Dietary Manager

		needs for both shorter and taller individuals.	
Automatic door activation button	2027	The Home plans to install automatic door activation buttons for the resident washrooms located in the basement. This enhancement will improve accessibility for residents with mobility limitations by reducing the physical effort required to enter and exit the washroom areas. As part of this initiative, the team will also explore the feasibility of combining the two existing washrooms into a single larger space to facilitate easier maneuverability for residents using wheelchairs and other mobility aids. Once completed, these improvements will promote greater safety, independence, comfort, and dignity for residents.	Environmental Services Manager
Repair and re-level the enclosed garden walkways	2028	We plan to repair and re-level the enclosed garden walkways where concrete tiles have lifted, creating uneven surfaces. These conditions present potential trip hazards and can limit safe and comfortable access for residents, visitors, and staff, particularly those using mobility aids. Planned repairs will focus on restoring a smooth, level walking surface to improve safety, accessibility, and usability of the garden area	Environmental Services Manager
Main entrance ramp	2029	The Home has identified the main entranceway as an area requiring accessibility and safety improvements due to the existing downward slope leading from the entrance to the driveway. At present, staff and families must exercise heightened caution when wheeling residents, as wheelchairs can gain speed on the downward slope and require firm control to ensure safe passage. Additionally, the area where the main entranceway concrete and the asphalt meet is damaged and cracked. Planned improvements to this area aim to reduce the steepness and/or modify the surface to provide a safer, more controlled transition between the entrance and driveway.	Environmental Services Manager

Emergency Evacuation for Staff Members with Disability	Annually	Conduct a drill to test the effectiveness of the individualised plans and to provide practice for both the employees and their assistants if applicable.	Department Managers and Environmental Services Manager
Training	Annually	Provide retraining on Accessibility Policy and Human Rights Code	Education Coordinator
Conduct Internal Physical Assessment of the building to test for accessibility	Annually	Consider - access to washrooms - ordering meals - entering through doorways	Health and Safety Committee

Measures for Preventative and Emergency Maintenance

Measures for preventative maintenance:

- ongoing contracts with maintenance companies including but not limited to door maintenance, electrical, fire safety, flooring, and others.
- ongoing audits of health and safety measures including the removal of any physical obstacles in hallways, doorways, parking area.
- daily inspections of the Home areas in need of repairs

Measures for emergency maintenance:

- ongoing contracts with long term contractors for all of our emergency needs

Procedures for dealing with temporary disruptions regarding accessible elements in public spaces. Accessible elements include exterior paths of travel and off-road parking.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Kristus Darzs Latvian Home will notify customers promptly.

In the event that a notification needs to be communicated, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur, Kristus Darzs Latvian Home will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption
- providing written notices to residents
- sending email communication to families
- verbally notifying contractors and service providers; or

- by any other method that may be reasonable under the circumstances.

The notice will be made publicly available by posting the notice at the main entrance and the nearest accessible entrance to the service disruption.

Mitigation procedures

Should one of the accessible elements become unavailable, Kristus Darzs Latvian Home will implement the following mitigations procedures.

- If off-road parking becomes unavailable, the Home is prepared to offer an alternative parking area at the north side of the building
- If one of the exterior paths to the main entrance becomes unavailable, the Home will direct individuals with disabilities, to use the pathway to the south side of the building and south side entrance.

For More Information

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at www.kdlatvianhome.com

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