



2024

# Accessibility Annual Report

## **Our Commitment**

Osgoode Care Centre (OCC) is committed to ensuring equal access and participation for people with disabilities. We are committed 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 and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

We hope that this 2024 Annual report will inform you of our intent and continued efforts to make OCC as inclusive and accessible as we can while acknowledging that barriers continue to exist. When barriers are brought to our attention, we will endeavor to work hard to remove them where possible or at least try to minimize the impact they may have on those who access our care and services.

## **Who We Are**

Osgoode Care Centre is a 100 bed not for Profit Long Term Care that is located in Rural Ottawa South.

Optimal health, well-being and safety are first and foremost the focus of our care. Our team consists of physicians, NP, nursing staff, BSD, Wound Care, recreation therapy staff, dietician, nutrition and food service staff, housekeeping, laundry and maintenance staff. Physiotherapy programs and services are provided 5 days per week. Other health services provided in-house include x-ray, occupational therapy and other health care services as required. Comfort services include hairdresser/barber and advanced foot care – these services are provided at an extra cost through a third party. Pastoral care services are provided to meet a resident's spiritual and religious needs.

## **Accessibility Activities**

OCC fulfilled its commitment to review & revise our Website to be compliant with the Accessibility Act 2005. Work completed by Sept 2024.

65% of staff have received general training on accessibility

BSO/Educator has adopted a Google Translation APP to help when required through mobile devices.

LED lighting is installed in 60% of home for better lighting.

Introduced way finding signs which include pictograms.

**Next Steps**

We will continue to update our lighting, upgrade assistive devices and work together to Achieve better/more accessibility. We will also be revising our education to include sensitivity training for our staff.

Unfortunately, we do not have municipal services such as buses and sidewalks. While this is a barrier for people who wish to work or visit here, there are no future plans with the City of Ottawa, therefore this will continue to be a barrier for some.

We will continue to work in preparation for our next Accreditation Survey which is scheduled for July 2026.