



2017 ONPHA Conference and Trade Show

Shaping
our
Future

601

Making Accessibility
Easy

PRESENTED BY:

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Learning goals

1. What can a service/housing provider do to make accessibility easy?

- Challenges
- Strategies

2. Case Scenarios

- Aging Population
- Retrofit and Accessibility Considerations
- Aging in Home Modifications



CHALLENGE



What can a service/housing provider do to make accessibility easy?

- Challenges:
 - Aged Buildings
 - When accessibility wasn't in the forefront of needs when buildings were constructed
 - Small bathrooms
 - Accessible door ways
 - Keeping people in their homes
 - Funding for upgrades
 - If no Action is taken, potentially could become a Human Rights Case



OPERATION



FINANCE



VISION MARKETING

GOALS SETTING

COMPETITOR?

STRATEGY

BUSINESS



TEAMWORK

SERVICE



RISK CONTROL

success

RESEARCH

GROWTH



What can a service/housing provider do to make accessibility easy?

- Strategies:
 - Utilizing Community Partners/Resources
 - DSAB
 - Complete a home assessment
 - Implement more assistance
 - Assist to search/apply for funding for renovations
 - Medical Aids to assist Client with mobility/aging
 - Helps improve quality of life
 - Low to no cost
- Be Proactive and Reactive to accessibility issues





Case Study

Case Study One:

Ron has lived in the 7 story apartment building since he was 27 with 24/7 support services.

Ron is now a bariatric client and is confined to his wheelchair.

He works regularly with his Care Coordinator and Occupational Therapist.

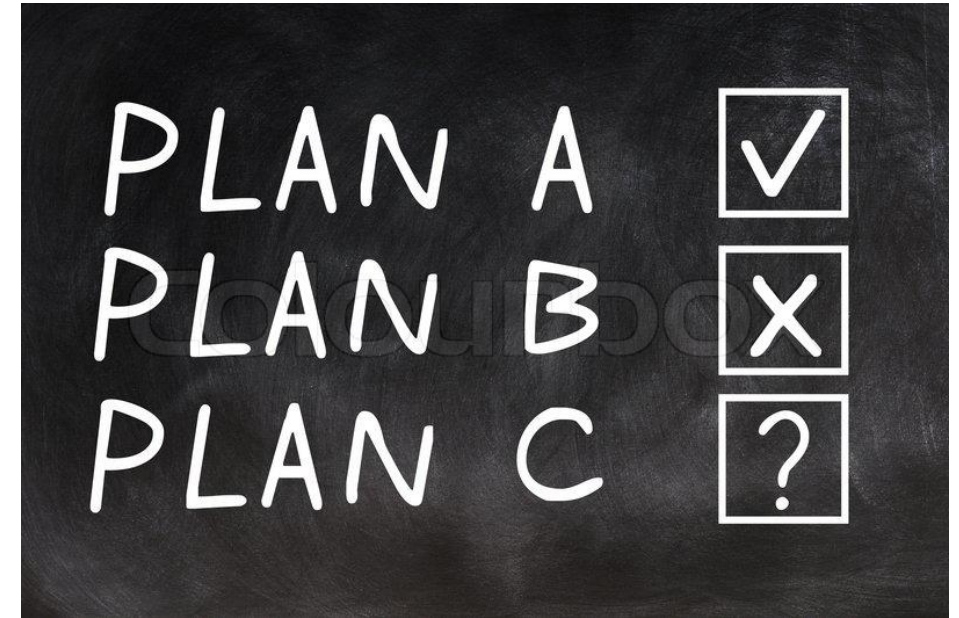
They have requested all the doors in the apartment and building be changed to wider doors.

- How do you approach this request?



Case Study One:

- The Building was Built in 1987
- Current Accessible Unit: with overhead lifts in bedroom and bathroom
- Remote Access on Doors
- Can we Finance this? \$\$
- Other Tenants may request
- Plan of Action



Case Study Two:

Anita lives in a stacked townhouse complex, in a second floor unit. The exterior door is at ground level – enter the unit then there are stairs going up to the unit.

Anita is aging/health issues and can no longer walk the stairs.

Anita requests having a lift chair installed.

- Can the unit accommodate a lift chair?
- Who pays for the lift chair?
- Who is liable if the client has a fall?



Case Study Two:

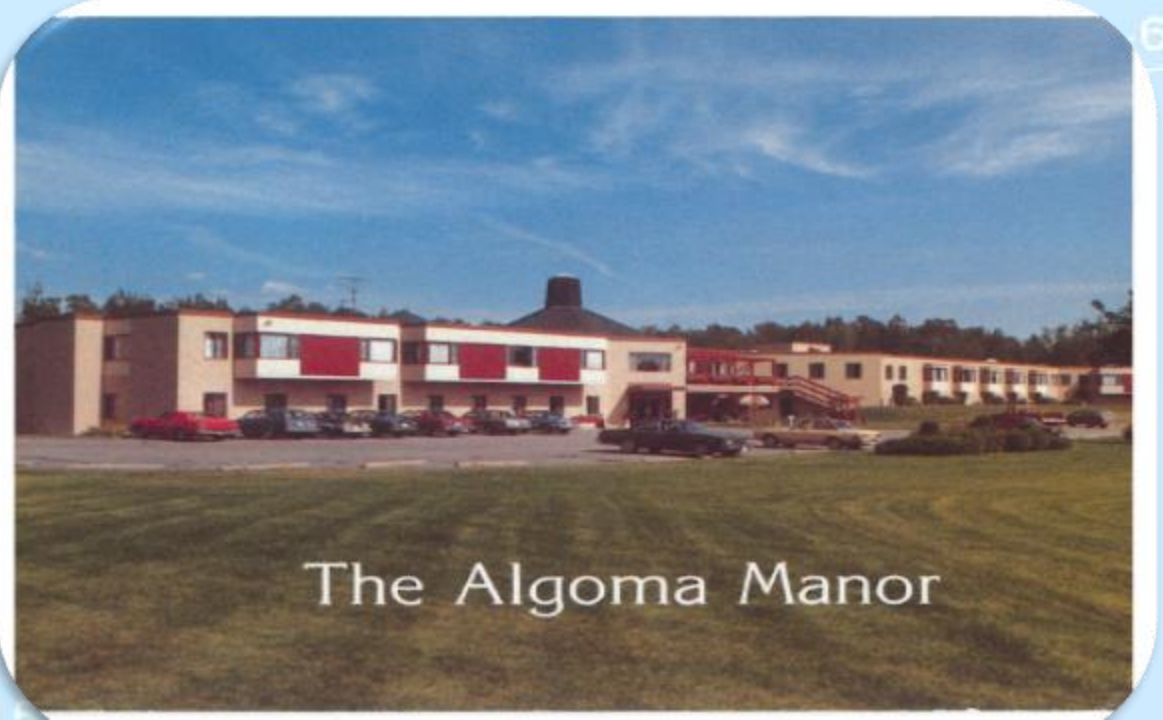
- TSSA Standards Apply
- Need Architectural drawing for installation
- Liability – review with tenant



Case Study Three:

In 2012 P.H.A.R.A. purchased a building that previously housed a Long Term Care facility, day care, and satellite hospital. The LTC Facility relocated across the property into a brand new building.

P.H.A.R.A. retrofit a portion of the building into an apartment complex for seniors, constructed community offices, and a nurse practitioner clinic, and maintained the Satellite Hospital.



The Algoma Manor



Accessibility Considerations for a Retrofit:

- Construction Plans include all accessibility at [Stage One of Planning](#)
- 3 “Detriments to Senior’s Health”
 - Housing
 - Nutritional
 - Social
- Wide Hallways and Doors
- Ground Level Access
- Common Areas for Social Gatherings
- No Tubs – All Showers
- Installed lift mounts/track in units
- Link – connecting LTC facility to Hospital



Key Considerations with Accessibility:

- Safety and Security of Tenants
- Aging Population and Senior's Health
- Financial
- Duty to Accommodate



Thank You



Future Proofing



Looking forward 10 years

Condition	Canada	Est. 2020/2025/2030
Overweight or Obese	13.9M	Triple digit growth in obesity rates in past 30 yrs
Arthritis	4.6M	7.6M
Alzheimer and Dementia	0.75M	1.4M by 2030
Physical Disability	3.8M	Double digit growth over next 30 yrs
Vision Loss/Blindness	1 M	2M by 2025
Heart and Stroke	1.6M	170K new cases per year
Diabetes	2.5M	3.7M by 2020
Mental Disability	2.8M	Unknown but est. 1 in 5
Seniors 65+	5M	8.32M by 2030
Elderly 75+	1.6M	3.5M by 2030

Where are Seniors Now?

Living Arrangements	% of Seniors Aged 65–74	% of Seniors Aged 74–85	% of Seniors Aged 85+
Institution	2.2	8.2	31.6
With Spouse	54.4	39.9	16.2
With Children or Grandchildren	18.9	16.0	15.8
Alone	21.5	33.0	33.7
Other	2.9	2.8	2.6

The Silver Tsunami

Age	By 2013	By 2041
75+	923,000	2.1M
90+	95,000	412,000

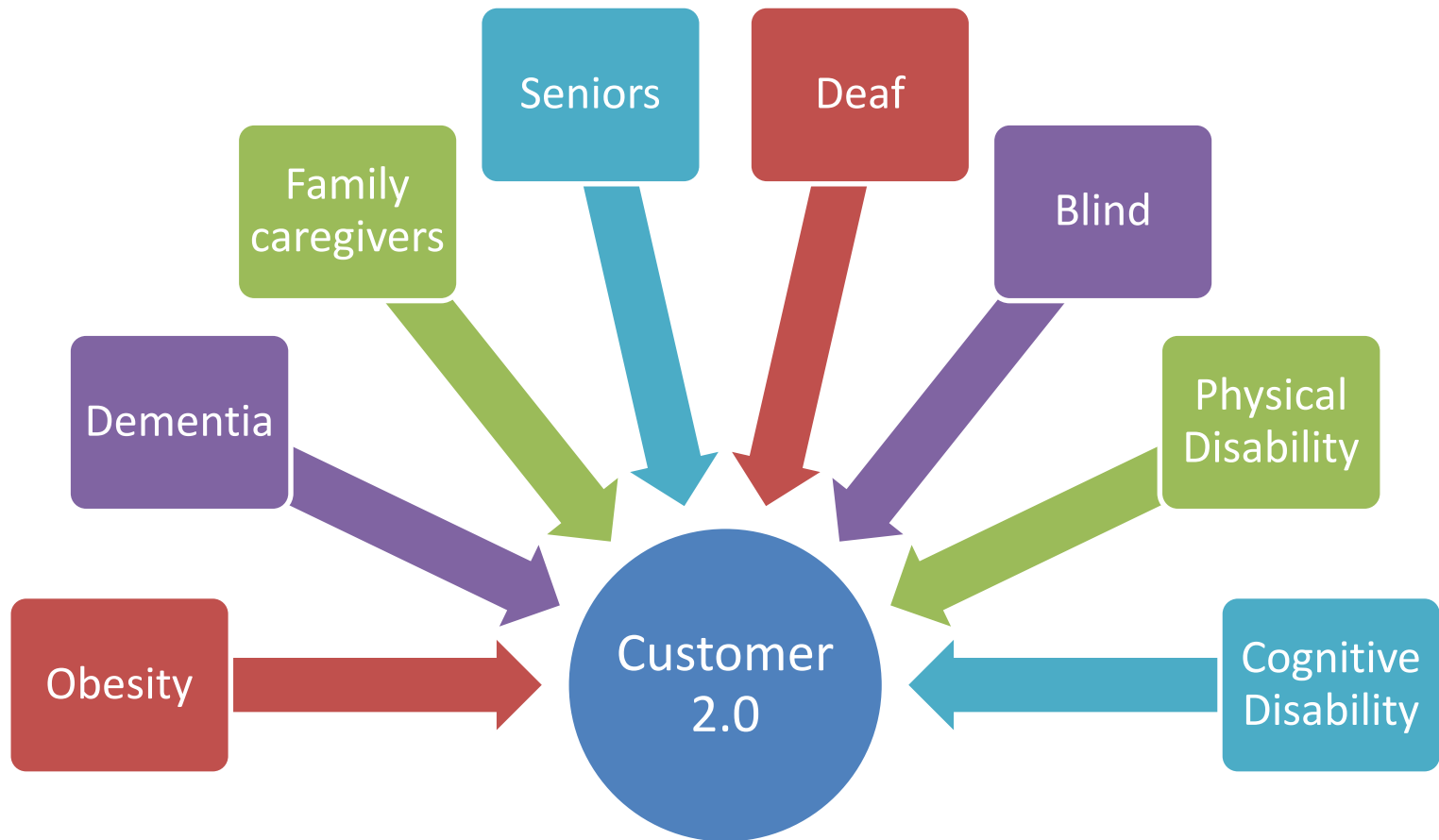
Total Spaces	# of residences	# of residents	Estimated Pop. 75+	Capture Rate
53,860	677	50,987	980,288	5.2%

Source: Ontario Ministry of Finance, CMHC
Seniors Housing Report 2015

Challenge 2 – The Changing Customer



A New Customer Paradigm



Challenge 3 – Legislative uncertainty

- Legislation left out many stakeholder groups
- Retrofit lifecycle
- Optional in many ways and easy to avoid
- It is not forward thinking
- Canadian, provincial, industry and international codes
- Is it an end goal or Is it a milestone? A wake up call?

Challenge 4 – Design is Flawed



Challenge 4 – “God’s washroom”



Challenge 4 – Designs that compromise safety



Recognition is part of design

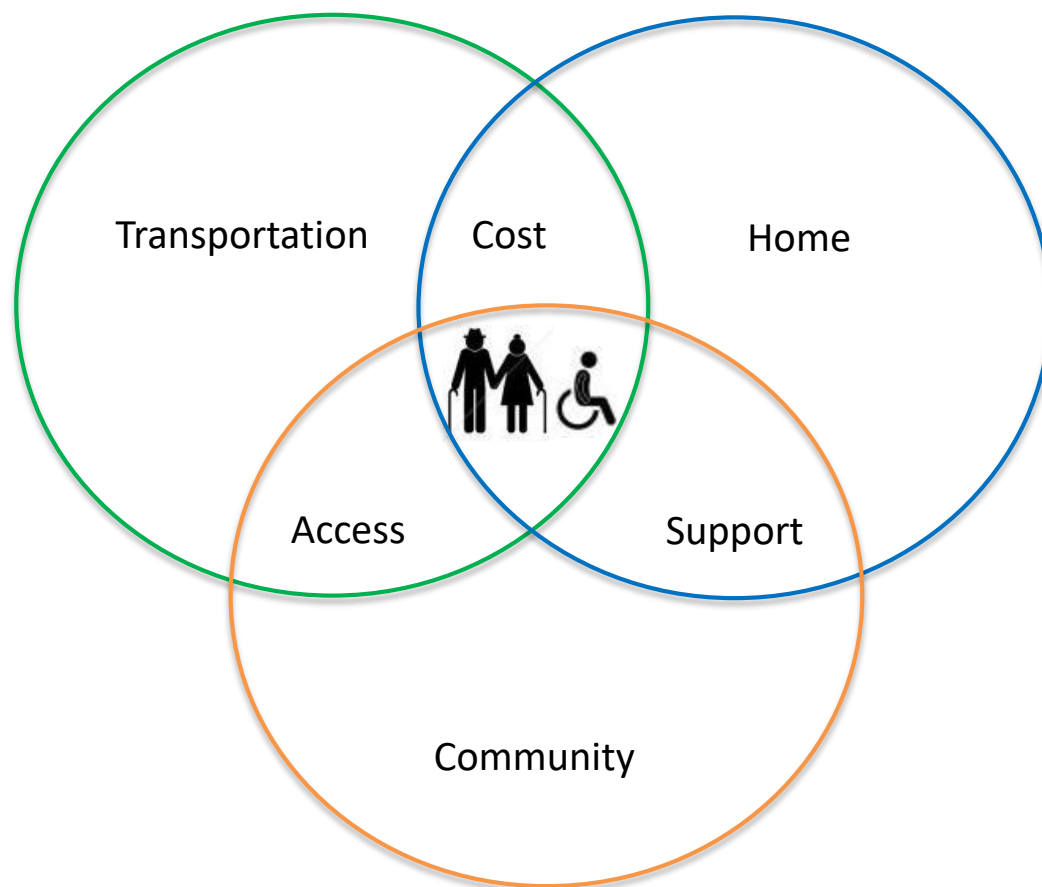


Change Your Perspective

“The trick to forgetting the big picture is to look at everything close up.”

— Chuck Palahniuk

Inclusive Design - Putting people at the centre



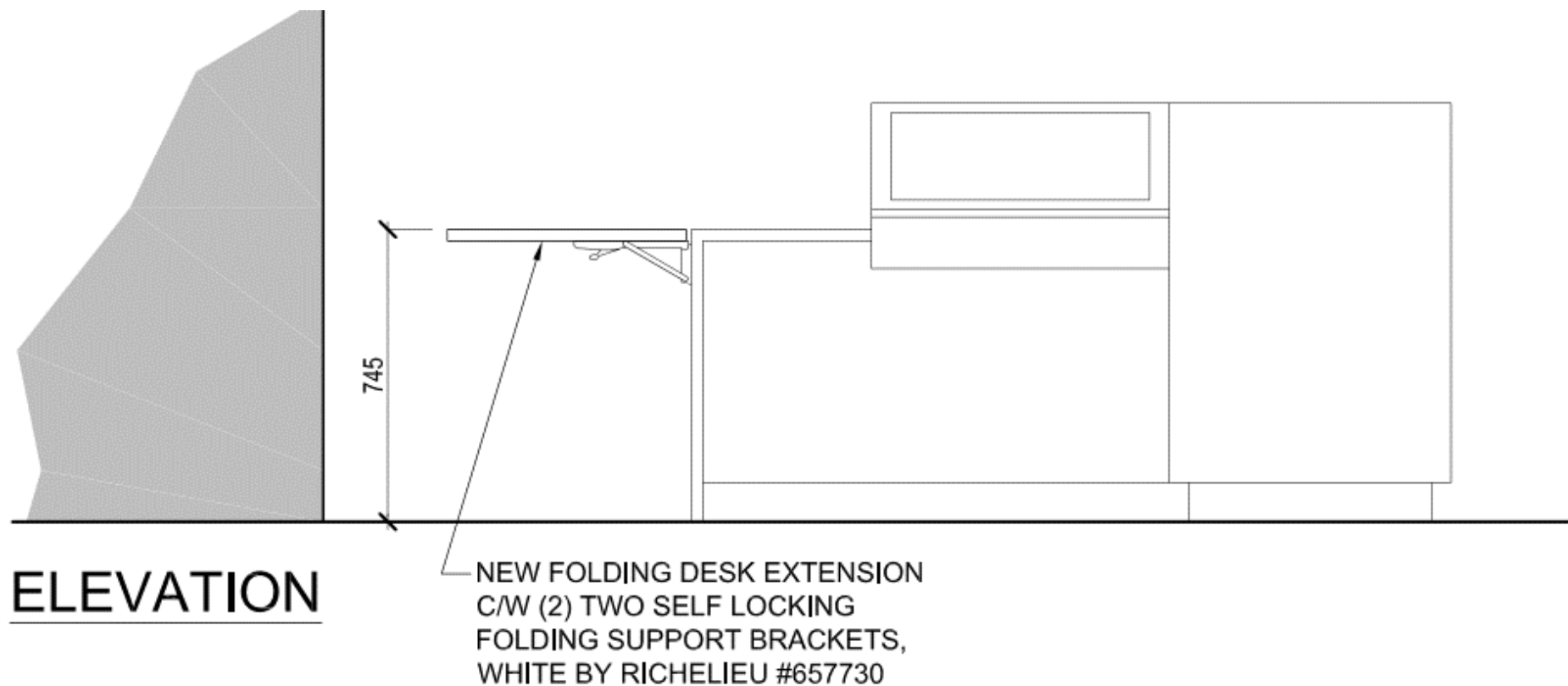
Inclusive Design – 5 guiding principles

1. Focus on the customer
2. Simplify
3. Be strategic
4. Don't be afraid to innovate
5. Think LEGO

Customer service and lobby



Customer service and lobby



Customer Service – Service Access



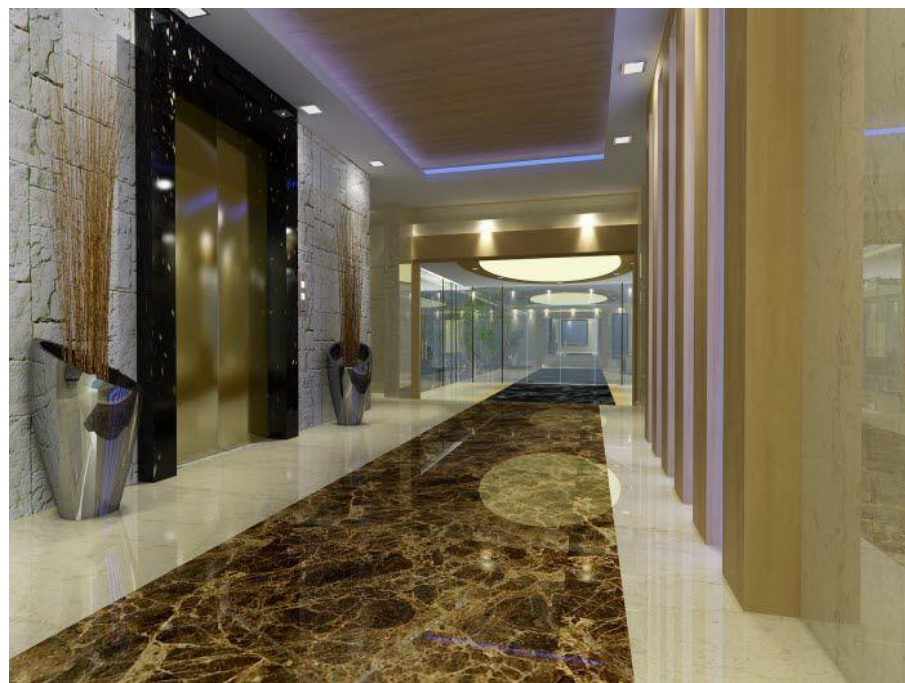
Customer Service – Waiting areas



Finishes, Floors and Lighting



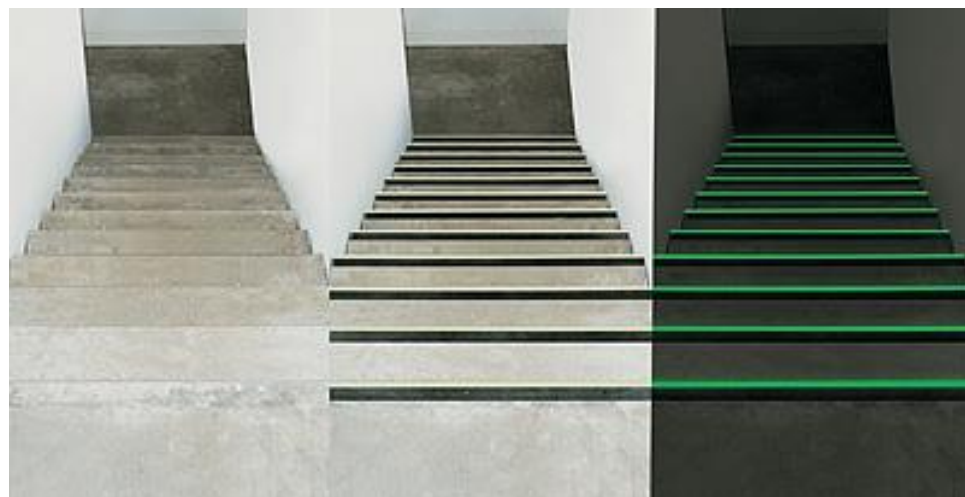
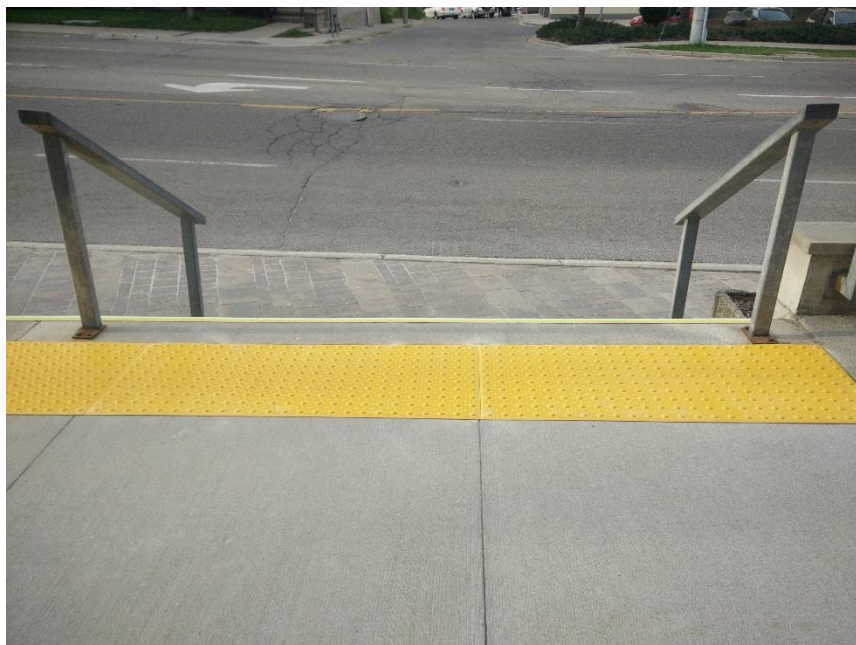
Finishes, Floors and Lighting



Finishes, Floors and Lighting



Stairs – Safety first



Evacuation in Multi-story buildings



Building Amenities – Pool Access



Building Amenities – Pool Access



Building Amenities – Sport Courts



Building Amenities - Playgrounds



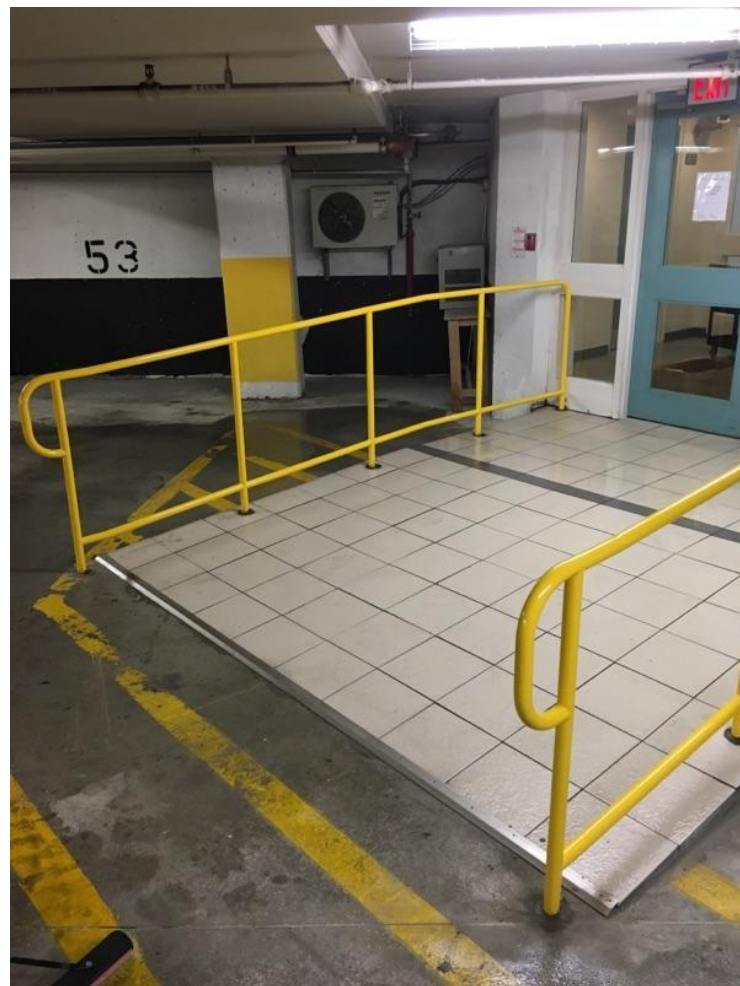
Building Access – Walks and ramps



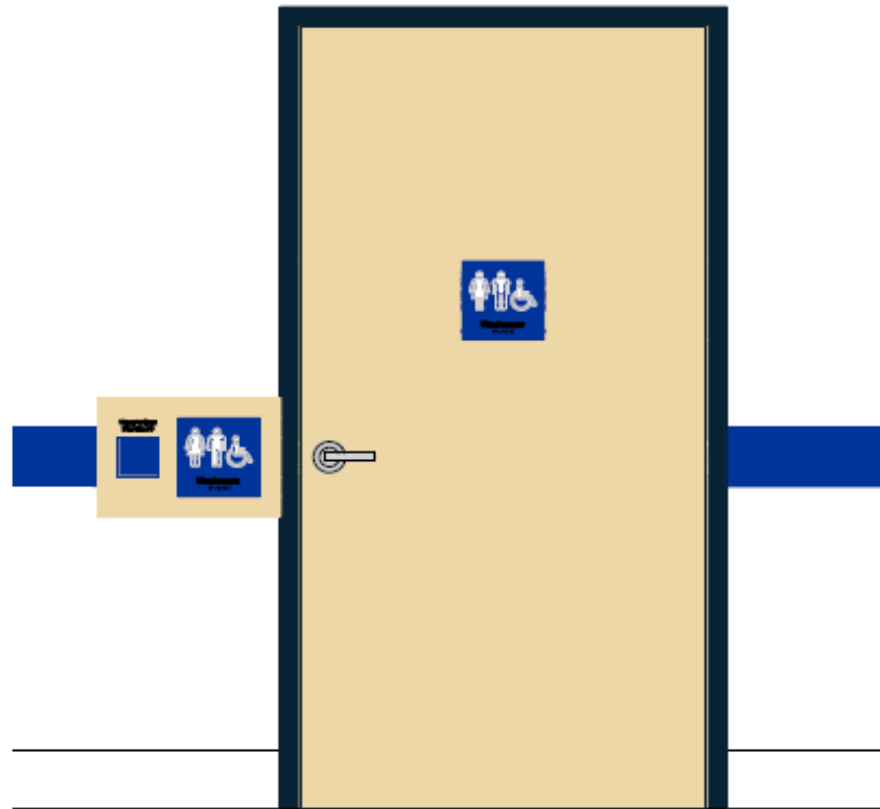
Building Access – Walks and ramps



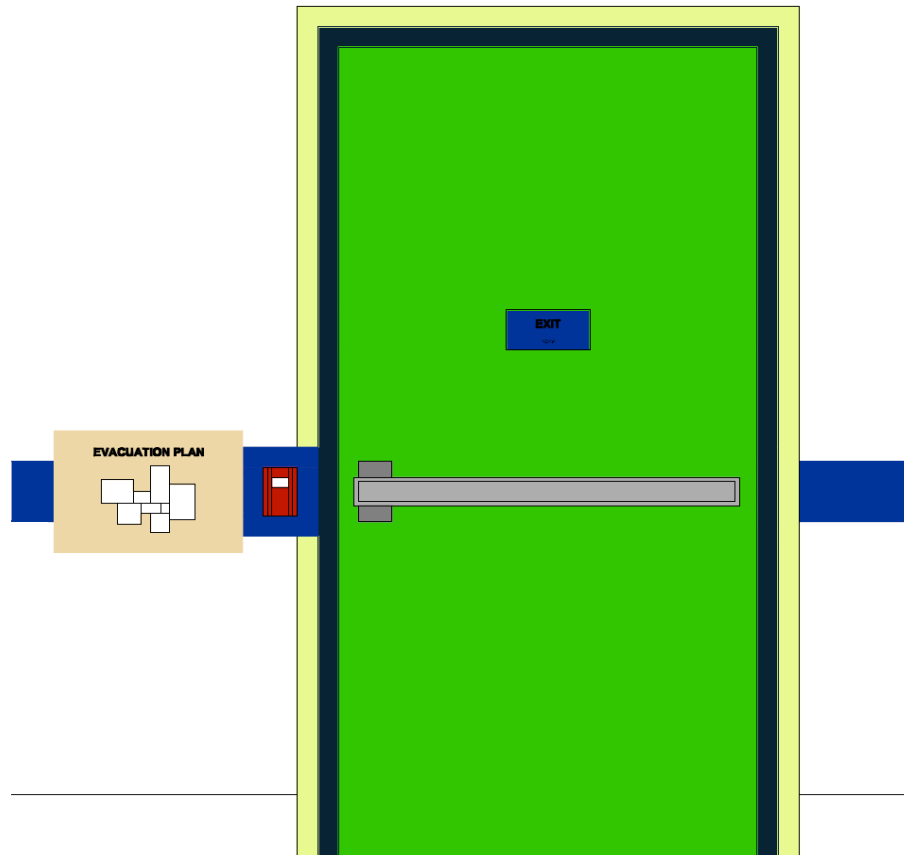
Building Access – Walks and ramps



Building Interior - Contrast



Building Interior - Contrast



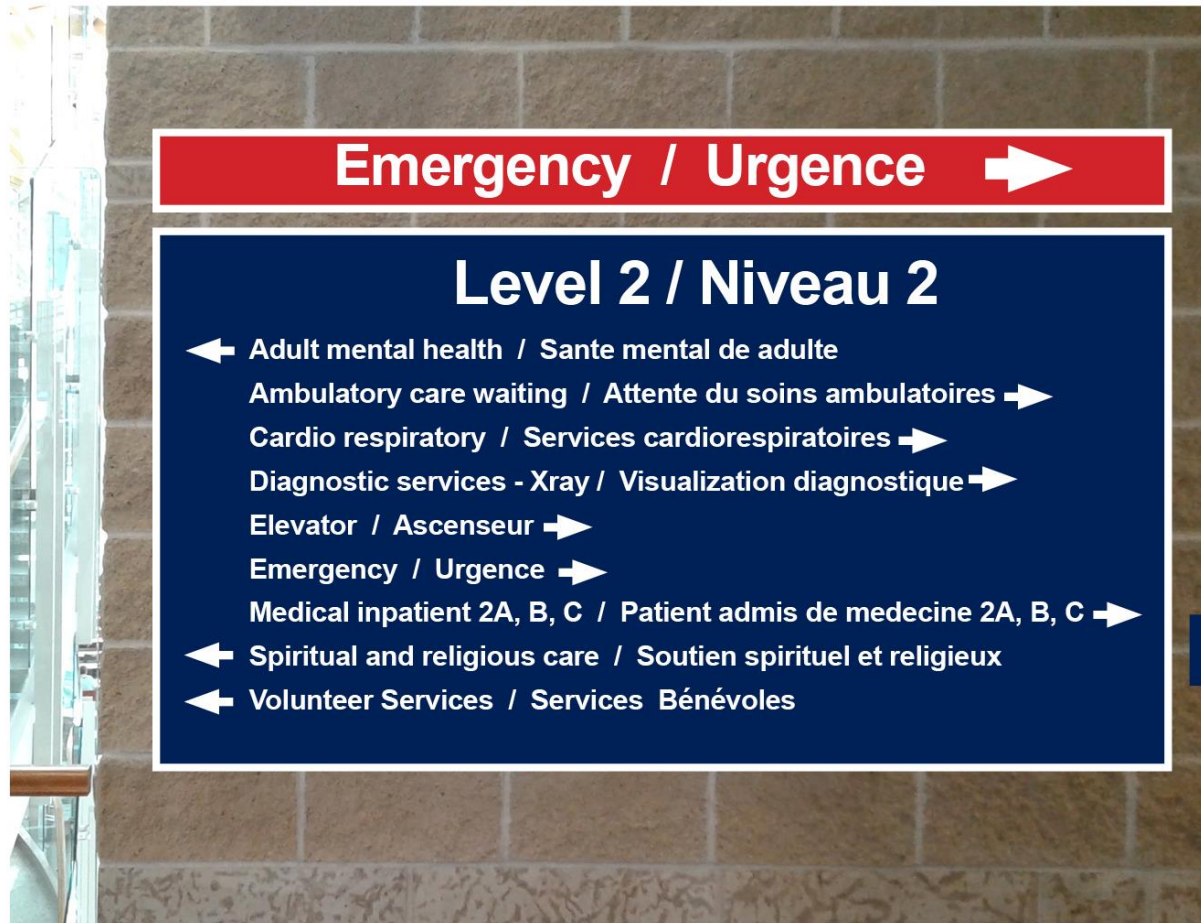
Building Interior - Contrast



Building Interior - Labeling



Building Interior - Labeling



Building Interior - Labeling



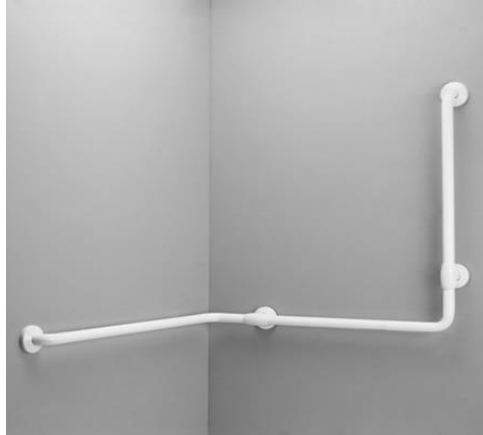
Washroom Fixtures and Accessories



Washroom Fixtures and Accessories



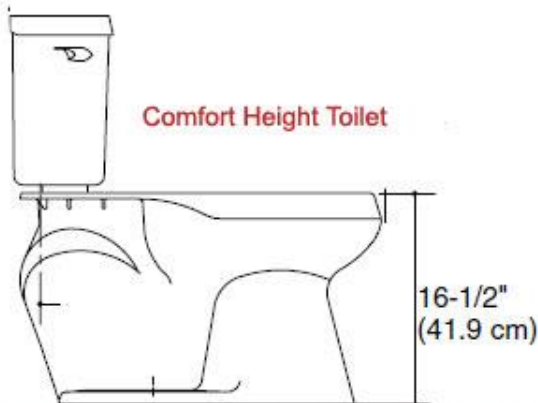
Bathroom Fixtures and Accessories



Bathroom Fixtures and Accessories



Bathroom Fixtures and Accessories



Above toilet heights represent the height of the porcelain, actual height will be approximately one inch higher depending on toilet seat



Tenant Accommodation - Kitchen



Innovating for People



Planning for Dementia

Reducing transparent/reflective surfaces and glare

Tenant/resident accommodations such as anti-scald, CFCi outlets, auto stove shut offs and outlet covers

Tenant transition strategies

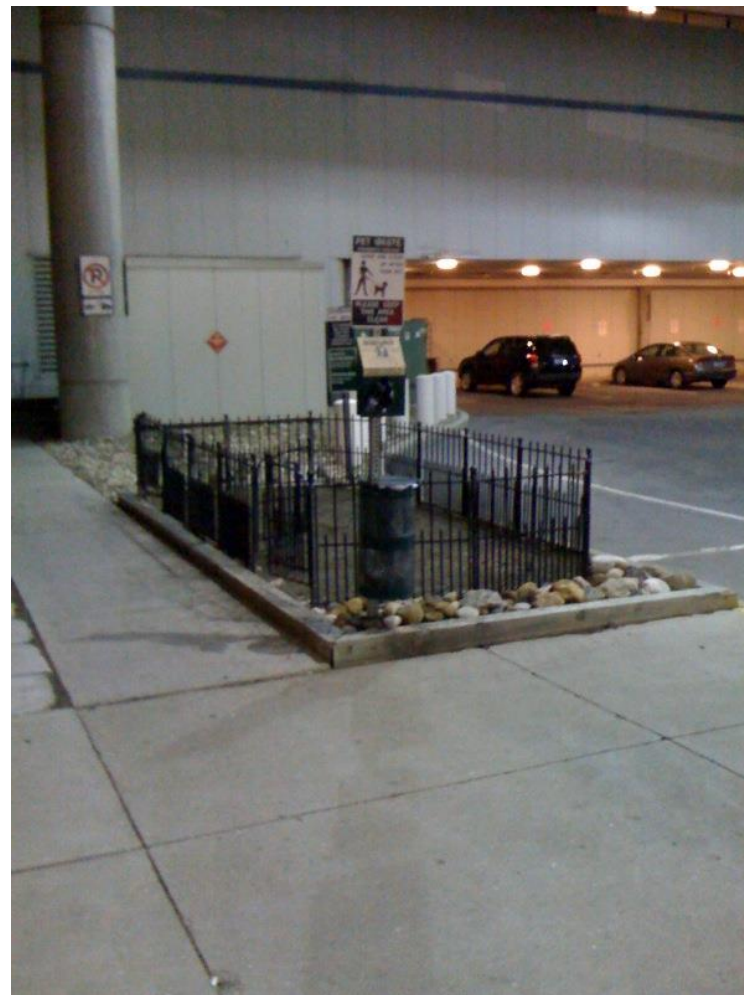
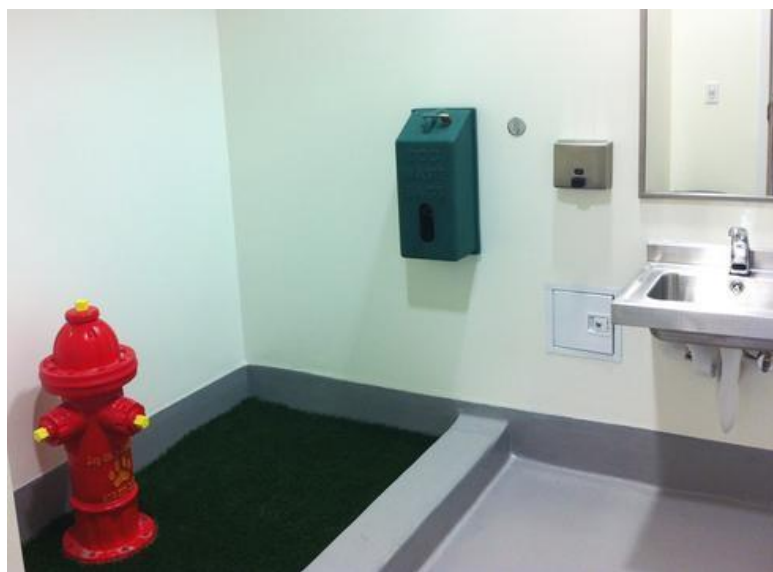
Innovating for people



Innovating for people



Innovating for people



Innovating for people

The only viable solution to an aging society is to age at home.



Video conferencing



Home modification



Home care giving

All of the pieces exist and are affordable but no one has put it together.

Think LEGO

If we want to change our outcomes, we need to go back to the beginning.



Boklok Homes by Ikea



Bone Structure – Metal Buildings

Inclusive Design – Why do it?

1. Long term cost reduction
2. Improving the customer experience
3. Minimizing liability
4. Ensuring an environment suitable for everyone

Thank You!



“Someone's sitting in the shade today because someone planted a tree a long time ago.”

— Warren Buffett