



Don Simonds

# A WIN / WIN PARTNERSHIP

## ONE LOCATION for Long Term Care for the Deaf and Deaf/blind Community

Partnership between The Glebe Centre and the Deaf Community  
With Support from Champlain LHIN and CCAC



### Benefits to the Deaf Community

- Continuity for the Deaf Community – ONE LOCATION.
- Accessible services: SIGN LANGUAGE is crucial in services and programs.
  - Interpreting/intervening services.
  - Visual alerting devices, TVs with closed captioning, TTYs, webcams, signage in Braille and ASL, proper lighting for communication, colours and patterns that are Deaf/blind friendly.
  - Ongoing staff training in Deaf culture and sign language.
  - Increased volunteer opportunities for Deaf and hearing.
  - Job opportunities for Deaf people.
  - Deaf advocates.
  - Palliative care services.
  - Spiritual care services available in various denominations.
  - Easier for Deaf residents' families and friends to visit which results in reduced emotional, psychological and spiritual distress for all.
  - Partnership with various professionals and service providers in the geriatric field.
  - Activities can be held for Deaf residents and Deaf non-residents in community.

### The Long Term Care for Deaf and Deaf/blind Project 2008–2012

- Poster sessions at Regional Geriatric Program's AGMs in 2009, 2011 and 2012.
- Production of a video in ASL, captioning and voice to advocate the need for a designated unit that is culturally friendly and accessible to the Deaf and Deaf/blind.
- Meetings with representatives at various long term care facilities.
- Meetings with Community Care Access Centre (CCAC) and Local Health Integration Network (LHIN).
- Meetings with Canadian Hearing Society (CHS).
- Arranged a presentation by CCAC to Ottawa Deaf Golden Age Club (ODGAC).
- The Executive Director of The Glebe Centre and some of his staff visited The Bob Rumball Home for the Deaf in Barrie.
- The Glebe Centre Board of Directors approved the establishment of a specialized care unit for the culturally Deaf and Deaf/blind in 2012.
- Lions Homes for Deaf People Board (LHDP) approved a grant of \$40,000 for technical devices such as flashing alarms; sign language training, course materials and videos; interpreting/intervening services, etc.

**Sign Language**

Sign Language (ASL) is used by most culturally Deaf people and in a modified form is used by most culturally Deaf/blind people. For persons in wheelchairs, accessibility means a ramp and special washrooms. For a Deaf or Deaf/blind person accessibility means sign language.

Practical videos, covering a variety of topics that are useful in Long Term Care/ Palliative Care settings are available. Follow the link [www.donsdream.ca](http://www.donsdream.ca) for videos and to see the signs on this poster in action and have a short lesson so you can use the signs too.

**10 practical signs:** friend, nurse, pain, thirsty, drink, sad, happy, toilet, stop, hungry

### Benefits to The Glebe Centre, the Ministry of Health and Long Term Care and Eastern Ontario

- CCAC, LHIN, The Glebe Centre and the Deaf community are working together.
- Recognition of cultural designation for the Deaf as per regulation 198 of the Long Term Care Homes Act.
- Congratulations for making the *Accessibility for Ontarians with Disabilities Act* a reality.
- More cost effective operations.
- More efficient operations as staff receive training in Deaf Culture and sign language.
- Deaf Advisory Group can facilitate The Glebe Centre's adaptations of services for the Deaf.



Deaf LTC resident with Deaf volunteer



Betty Ann and grandson at the Hospice



Working Group: The Glebe Centre, LHIN, CCAC, Deaf community



Dorothy, future Glebe Centre resident meets the staff

### Tips for Working with Deaf and Deaf/blind People

- **KNOW** if the person prefers sign language or other ways to communicate.
- **Keep the message simple.**
- **Use your natural gestures to help make a message clearer.**
- **Have good lighting in front of the Deaf or Deaf/blind person rather than behind him/her.**
- **Make and maintain eye contact at all times.**
- **When using interpreter or intervener services, speak to the Deaf or Deaf/blind person, not the interpreter or intervener.**
- **Facial expressions and body language are crucial for communication.**
- **Be patient and flexible.**
- **GENTLY** get the person's attention by tapping on his/her shoulder. Flashing the lights can sometimes be used.
- **Use of technical devices may help some people to communicate.**
- **Although some Deaf and Deaf/blind people can speak and lipread, most prefer sign language. Do not assume that the whole message is understood. Sign Language ensures your message is clear and accurate.**

### How to Apply

Contact CCAC at 613-310-2222 to inquire about completing an application. The CCAC website is [www.ccac-ont.ca](http://www.ccac-ont.ca)  
To arrange a tour of The Glebe Centre call 613-238-2727 ext 0.

### Contact Us

**Christine Wilson**  
wilsonchristine@rogers.com  
613-235-3079

**Susan McKinley**  
shmckinley@rogers.com  
613-224-1308 TTY/FAX

**Elaine Campbell**  
mecbell@rogers.com  
613-729-1612 TTY  
613-729-2025 FAX



The Glebe Centre