

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.

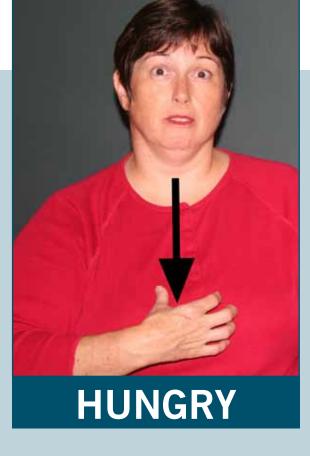
The Long Term Care for Deaf and Deaf/blind Project 2008–2012

- 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.





PAIN





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 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





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.

- accurate.

• 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







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

- are working together.
- with Disabilities Act a reality.
- More cost effective operations.
- Culture and sign language.
- adaptations of services for the Deaf.



Deaf LTC resident with Deaf volunteer



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

How to Apply

Contact CCAC at 613-310-2222 to inquire about completing an application. The CCAC website is 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



• CCAC, LHIN, The Glebe Centre and the Deaf community

• 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*

• More efficient operations as staff receive training in Deaf

• Deaf Advisory Group can facilitate The Glebe Centre's



Betty Ann and grandson at the Hospice



Dorothy, future Glebe Centre resident meets the staff



The Glebe Centre