



Multi Year Accessibility Plan

January 1 2014- December 31 2017

For

**The Alexandra Marine and General Hospital
Goderich**

**This publication is available on www.amgh.ca and in alternate formats upon
request**

Table of Contents

1. Summary	3
2. Description of Alexandra Marine and General Hospital	4
3. Commitment to Accessibility	4
4. Objectives of the Plan	4
5. Accessibility Advisory Committee	5
6. Accessibility Achievements	5
7. Multi Year Accessibility Plan	7
8. Communication of the Plan	10



Alexandra Marine and General Hospital - Multi Year Accessibility Plan

1. Background and Summary

Since 2003, the Alexandra Marine and General Hospital (AMGH) has prepared an Annual Accessibility Plan that addresses the identification, removal, and prevention of barriers for persons with disabilities in keeping with the Ontarians with Disabilities Act (ODA 2001).

As by law under the Accessibility for Ontarians with Disabilities Act (AODA 2005), AMGH complies to the Customer Service Standards which builds on the AODA. Its purpose is to create an accessible Ontario by 2025 through the development of standards and enforcement mechanisms. Compliance reporting on the Customer Service Standards was completed by AMGH in 2010.

The Integrated Accessibility Standards Regulation (IASR) of AODA became law in June 2011. Standards in the areas of Information and Communications, Employment, and Transportation are combined in the Integrated Accessibility Standards Regulation (2011) and now require hospitals to produce multi-year accessibility plans. These requirements include IASR targets and timelines for compliance in addition to activities relating to both the AODA Customer Service Standards and locally identified barriers in by-laws, policies, programs, practices and services. Compliance reporting on the IASR was completed in December 2013.

The Design of Public Spaces Standard, (2012) focuses on the removing of barriers in public spaces and buildings. This standard only applies to new construction and major changes to existing features. Organizations are not required to retrofit public spaces that do not meet the requirements. AMGH must comply with this regulation by January 1 2016. It should be noted that there are no additional capital funds being made available to the Hospital to achieve these various standards.

2. Description of Alexandra Marine and General Hospital

The Alexandra Marine and General Hospital is a community hospital situated in the town of Goderich. The hospital also owns and operates a service center for community mental health in the town of Goderich, and leases and operates four other mental health centers in the towns of Clinton, Exeter, Wingham and Seaforth. The organization employs approximately 250 employees, and is the second largest employer in Goderich.

Vision: New Horizons for Healthcare & Wellness- Best of the Past....Innovative Future

Mission: Passion to make Healthcare Better by:

- Contributing to quality of life through compassionate care
- Forging strategic partnerships to drive innovative strategies
- Fostering exceptional quality in all we do
- Improving the health status of residents and visitors to Goderich and area
- Serving the broader region with our unique Mental Health programs

Values: Accountability, Collaboration, Compassion, Innovation, Integrity, Quality and Respect

3. Commitment to Accessibility

The Alexandra Marine and General Hospital (AMGH) is committed to the continued improvement of access to the organization's premises, facilities, and services; and the provision of quality services to patients, visitors, staff, and all members of the community with or without disabilities.

AMGH is committed to supporting a culture that promotes a positive and safe environment for the workplace that reflects our Values and provides our services in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given equal opportunities to obtain, use or benefit from services provided by and on behalf of AMGH.

4. Objectives of the Plan

The Plan is intended to continue to improve and provide an accessible and inclusive environment for all who come to work or use the organization's facilities, and services. People with disabilities are consulted when developing, reviewing and updating this plan.

The Plan is posted on the AMGH website and will be provided in an accessible format upon request. AMGH prepares an annual public status update on the progress and measures we have taken to implement the strategies referred to in this plan. The plan will be reviewed and updated at least once every five years.

This plan includes:

- The work of the Committee that is responsible to oversee the work that is required to fulfill the mandates of the ODA, AODA, and IASR
- The methodologies used to identify barriers
- The list of accessibility achievements in the last 5 years
- The measures to be taken during the next 4 years to meet the mandatory requirements of IASR, AODA, and removal of identified barriers (Multi Year Accessibility Action Plan)
- The measures taken to ensure ongoing compliance with the Customer Service Standard (AODA) (Multi Year Accessibility Action Plan)
- How the plan will be communicated internally and to the public

5. Accessibility Advisory Committee

The Alexandra Marine and General Hospital Accessibility Advisory Committee (AMGH AAC) was established upon direction outlined in Bill 125: Ontarians with Disabilities Act, 2001. The Board of Directors endorsed the Accessibility Advisory Committee on April 23 2003 with Meribeth Vlemmix, Manager of Support Services, designated as Hospital Coordinator.

The committee has multi-disciplinary representation from the following areas: Support Services, Human Resources, Quality and Risk, Physiotherapy, Switchboard, Ambulatory Services, and Community Mental Health.

6. Accessibility Achievements 2005-2013

The following is a summary of achievements:

- Installation of barrier free washrooms in Medical Imaging
- Installation of Elevator at the Goderich Community Mental Health Center
- Development of Customer Service Standards, Policies, and practices; implementation of policies for the Use of Support Persons and Service Animals in our facilities, the Use of Assistive devices, Collection of Feedback, and staff training.
- Notification of Disruption in Service polices and processes have been implemented.
- Development of a resource tool for all staff on “How to assist people with Disabilities”
- Submission of the Customer Service compliance Report indicating compliance/completion of customer service standards development and staff training
- Barrier free parking constructed at the Goderich Community Mental Health Center
- Barrier free washroom installed at the Goderich Community Mental Health Center
- Leased premises at the Wingham Community Mental Health Center new has barrier a free washroom
- Staff awareness and sensitivity training when dealing with people with mental health issues
- Audit completed of patient rooms on 1st and 2nd floor to identify barriers in these rooms, removal of non-essential furniture and fixtures ; installation of glove / supply holders on outside of the rooms; establishing “designated” store room on 2nd floor for surplus equipment storage
- Traffic flow/way finding audit completed to be used for future planning of physical space of hospital and to identify way finding issues in building for future use when redeveloping signage
- Provided emergency procedures, plans and public safety information in an accessible format upon request
- Established process / forms / policy for “individualized emergency response information” for employees that have disability that may affect their ability to respond in an emergency situation
- Accessibility criteria has been added to our procurement process / polices
- Redevelopment of Accessibility training to include Human Rights along with Customer Service Standards
- Submission of the IASR compliance Report indicating compliance/completion status of Integrated Accessibility Standards

7. Multi Year Action Plan 2014- 2017

The action plan includes:

- Measures to be taken in the next four years to remove identified barriers (as new barriers are identified they will be added to the plan)
- Measures to improve barrier identification
- Measures to comply to the Customer Services and Integrated Accessibility Standard Regulations
- Measures to comply with the Design of Public Spaces Standard

Item	Action Plan	Responsibility	Target date
Inpatient rooms are too small, difficult for patients with mobility issues to move around in rooms to access washrooms. Washrooms in most inpatient rooms are not barrier free	Identify inpatient room (s) that can be renovated to become barrier free- to be included master plan	Accessibility Advisory Committee, ELT	As funds allow
Poor Accessible parking at our front entrance- spaces are designated, but not close to the building	Submission of redevelopment of public parking lot as capital project – to include appropriate accessible parking	Meribeth Vlemmix ELT	As funds allow
Insufficient free parking at our Emergency entrance	Identify in master planning process	ELT	As funds allow
Way finding	Investigate options to update way finding, collect costing and submit as a capital project	Meribeth Vlemmix	December 2015
Lack of barrier free public washrooms in west end of the building on 1 st floor and 2 nd floor	Submit as a capital project – for 2014/15 for 1 st floor Submit as a capital project for 2015/16 Seek out funding from alternate sources	Meribeth Vlemmix	December 2017
Require more means to collect information on barriers in our facility / programs and services	Add section to Inpatient and outpatient satisfaction surveys on accessibility Add accessibility survey to AMGH Website Investigate opportunities for outside providers to assist with a facility assessment - to identify barriers	Accessibility Advisory Committee	December 2014
Accessibility Advisory Committee does not have representation from people with disabilities(staff or community)	Recruit members, post ads in local paper, approach clients, post signs advertising the need for membership	Accessibility Advisory Committee	May 2014
Patient feedback process	Identify individuals / process to assist patients with the completion of the satisfaction surveys	Samantha Marsh, Mary Mole	January 2014

Committee Development	Review membership and terms of reference	Accessibility Advisory Committee	April 2014
Disability Awareness	Participate in National Access Awareness week – promoting and education staff and public	Accessibility Advisory Committee	July 2014
Training Process -Customer Service, IASR, and Human Rights	Orientation, volunteers, service providers requires review and updating E learning released to all staff	Meribeth Vlemmix, Betty Hendriks	January 2014
Work place emergency response	Establish process/ policy to go along with the established forms Communicate to mangers	Meribeth Vlemmix	January 2014
Accessibility Polices	Review the placement of the Accessibility polices within Docushare and the Hospital Internet, to ensure easy to find	Meribeth Vlemmix	January 2014
Website and web content must conform with Web Content Accessibility Guidelines(WCAG)	Ensure that the planned new website conforms to Web Content Accessibility Guidelines (WCAG) 2.0 at level A	Rick Bedard	January 2014
Employment Policies and Practices Recruitment Informing employees of supports Accessible formats and communications supports for employees Documentation of individual plans Return to work process Performance Management and career development / redeployment	<p>Polices to reflect the following:</p> <p>Recruitment -notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p>During a recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>If a selected applicant requests an accommodation, the hospital shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.</p> <p>When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p> <p>Informing Employees of Supports</p> <p>Inform employees of its policies to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility</p>	Peggy Byrne-Carter	January 2014

	<p>needs due to disability.</p> <p>Provide this information to new employees as soon as practicable after they begin their employment.</p> <p>Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations.</p> <p>Provide accessible formats and communication supports when an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is:</p> <ul style="list-style-type: none"> - needed to perform the employee's job; and - generally available to the workforce. <p>Consult with the employee making the request to determine the suitability of an accessible format or communication support.</p> <p>Inform employees of process for the development of documented individual accommodation plans</p> <p>Have a documented return to work process for employees who have been absent due to a disability and who require disability-related accommodations in order to return to work.</p> <p>When using performance management – accessibility of employees with disabilities must be taken in to account</p> <p>When using career development and redeployment plans accessibility needs of employees with disabilities must be taken into account</p>		
<p>Accessible formats and communication Supports</p>	<p>Policy development to include process:</p> <p>Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <ul style="list-style-type: none"> • in a timely manner that takes into account the person's 	<p>Accessibility Advisory Committee</p>	<p>January 2015</p>

	<p>accessibility needs; and</p> <ul style="list-style-type: none"> at a cost that is no more than the regular cost charged to other persons. <p>To consult with the person making the request in determining the suitability of an accessible format or communication support,</p> <p>Notify the public about the availability of accessible formats and communication supports.</p> <p>Provide training and resources to appropriate staff that may be asked to create/provide accessible formats</p>		
Design of Public Spaces Standard Compliance for new public spaces or significant alterations to existing spaces	<p>Develop a checklist to include requirements under the Design of Public Spaces Standard to be used when planning new parking, new service counters, sidewalks and walk ways, outdoor public eating areas and maintenance of existing areas</p> <p>Educate all staff that may be involved in the planning and design of such spaces – create a power point presentation</p>	Meribeth Vlemmix	January 1 2016

Communication of the Plan

Copies of this plan are posted in the Administrative Wing on 1st floor and in the outpatient waiting room in the Emergency Department. The plan is also on our hospital website. www.amgh.ca. On request, the plan can be made available in electronic format, in larger print or on audiotape.