



ACCESSIBILITY PLAN

for

West Parry Sound Health Centre & Lakeland Long Term Care

2017

Approved by C.E.O.
A handwritten signature in blue ink, consisting of several loops and flourishes, is written over a horizontal line.

**Donald Sanderson, CEO
West Parry Sound Health Centre &
Lakeland Long Term Care**

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EXECUTIVE SUMMARY

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of physical and non-physical barriers to their full participation in the life of the province. To this end, the AODA requires each hospital to prepare an accessibility plan and to make the plan public. This plan is to be reviewed and updated at least once every 5 years.

This plan was prepared by the Accessibility Working Group of West Parry Sound Health Centre (WPSHC). The plan describes:

- the measures that West Parry Sound Health Centre will take in upcoming years to identify, remove and prevent physical and non-physical barriers to people with disabilities who live, work in or use the Health Centre facilities, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

West Parry Sound Health Centre commits itself to:

1. The continual improvement of access to facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community.
2. Ensuring Health Centre by-laws and policies are consistent with the principles of accessibility.

1. Aim

This plan describes:

- The measures that West Parry Sound Health Centre will take in upcoming years to identify, remove and prevent physical and non-physical barriers to people with disabilities who live, work in or use the Health Centre facilities, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

2. Objectives

This plan:

1. Describes the process by which West Parry Sound Health Centre will identify, remove and prevent physical and non-physical barriers for people with disabilities.
2. Reviews past efforts at West Parry Sound Health Centre to remove and prevent physical and non-physical barriers for people with disabilities.
3. Lists the by-laws, policies, programs, practices and services that West Parry Sound Health Centre will review in the coming years to identify barriers for people with disabilities.

4. Describes the measures West Parry Sound Health Centre will take in the coming years to identify, remove and prevent physical and non-physical barriers for people with disabilities.
5. Describes how West Parry Sound Health Centre will make this accessibility plan available to the public.
6. Describes how West Parry Sound Health Centre trains staff to address accessibility issues.

3. Description of West Parry Sound Health Centre

West Parry Sound Health Centre (WPSHC) has always employed an innovative planning approach aimed at integrating services. Faced with the challenges of relative isolation between larger health care providers in southern and northern Ontario, WPSHC has partnered in regional alliances and created internal programming solutions that have benefited patient and family centred care through improvements to primary care, long term care, and acute care service delivery throughout the catchment area, and beyond. What results today is a highly integrated health care organization that includes: Lakeland Long Term Care, a 110-resident home co-located with WPSHC; six primary care Nursing Stations staffed by Nurse Practitioners who work in collaborative practice with a visiting physician; management of the District of Parry Sound land ambulance service (EMS) and Ambulance Communication Service (ACS); and a full range of in-patient and out-patient programs associated with a 70-bed acute care hospital.

WPSHC serves one of Ontario's most popular recreational areas with an approximate year-round population of 24,000 and exceeding 100,000 during the peak summer season.

For more information about the health centre and its partner programs, visit www.wpshc.com.

4. The Accessibility Working Group

Establishment of Accessibility Working Group

Donald Sanderson, Chief Executive Officer, formally constituted the Accessibility Working Group in January 2009. The following Terms of Reference were initially adopted for the Accessibility Working Group:

Purpose

1. To review and determine the requirements for the Health Centre to meet the requirements of the AODA.
2. To develop the Accessibility Plan for WPSHC, to be completed and made public.
3. To develop a mechanism for monitoring implementation of the Accessibility Plan and review/revise it in an ongoing basis including developing the communications plan for making the plan "public".

Reporting

The Accessibility Working Group is established by and accountable to the Chief Executive

Officer. The plan will be presented to the Quality & Safety Committee for review and recommendation for approval by the Board.

Coordinator

Effective 2016, the Chief Executive Officer appointed the Chief Financial Officer & Director of Corporate Services as the Coordinator of the Accessibility Working Group.

Consultations will be held with community groups and other focus groups, as required, which will be identified by the Working Group to meet the legislative requirements for stakeholder input with specific emphasis on persons with disabilities.

Members of the Accessibility Working Group

Coordinator, Accessibility Working Group
Manager, Plant Operations
Representative, Human Resources
Manager, Clinical Services
Manager, Communications & Public Relations
Representative, Lakeland Long Term Care
Representative, Community & Patient
Working Group Resource

5. Health Centre Commitment to Accessibility Planning

West Parry Sound Health Centre is committed to accessibility planning. The following commitment has been made:

1. The continual improvement of access to facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community.
2. Ensuring Health Centre by-laws and policies are consistent with the principles of accessibility.
3. The establishment of an Accessibility working Group at West Parry Sound Health Centre.
4. Staff, student and volunteer training.

The Chief Executive Officer authorized the Accessibility Working Group to prepare an accessibility plan that will enable West Parry Sound Health Centre to meet these commitments. The accessibility plan will have Board of Trustee approval prior to its publication.

6. Barrier Removal Initiatives

There have been a number of initiatives at the West Parry Sound Health Centre to identify, remove and prevent physical and non-physical barriers to people with disabilities. Examples of some of these initiatives include: automatic door openers, improved external lighting, grab bars in patient

rooms, patient lifts, cordless phones for patients, wheelchair ramps, handicap parking spaces created, raised toilet seats with arms, seating directly inside building entrances, directories to locate departments and additional visitor chairs for patient rooms. Devices to aid in assistance are also available to meet individual needs (i.e. large button call bells, adaptive hearing devices for telephones, vision magnifiers, hearing amplification devices. See Appendix I for detailed listing.

Nursing Stations

Argyle, Britt, Moose Deer Point, Pointe-au-Baril, Rosseau and Whitestone – wheelchair ramp access to entrance.

7. Barriers to be Addressed in Future

The Accessibility Working Group will address the following barriers during the coming year:

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility
Sidewalks need to be wider – not wide enough for a power chair; could also consider separate land for wheelchairs	To improve safety on site	\$500,000.00 to \$800,000.00 (cost barrier)	2020	Chief Financial Officer
Cross walk on Ernie Eves Way for Pedestrians	Signal light installation to be considered		2020	Chief Financial Officer
Nurse call system cords are too short	Need longer cords so patients can reach if sitting in a chair	Retractable cords to be trialed	2020	Clinical Manager
Signage / Symbol Assessment	Needs to be improved, (i.e. signs in elevators listing department locations); incorporation of international symbol system	Create new signage	2018	Communications Manager / Clinical Manager
Seating in long corridor between Acute and Transitional Care: benches are too low; should be replaced with chairs with armrests	To improve safety on site	Acquire appropriate seating	2018	CFO / Clinical Manager

8. Review and Monitoring Process

The Accessibility Working Group will meet annually to review progress. The Working Group will remind staff, either through personal contacts or other written means, about their roles in implementing the plan. Members of the Working Group will also commit to making presentations to any committee as deemed necessary. Following each meeting, a report will be presented to the Chief Executive Officer on the status of the plan.

Item	Description	Strategy for its Removal/Prevention
Physical/Non-Physical Barrier	Ongoing monitoring will flag any barrier, which requires corrective action based on a need related to life and safety.	Ongoing monitoring and barrier removal if danger to life and limb. Inclusion of accessibility review part of routine health and safety inspections.
Communications	Need for staff awareness and knowledge on disabilities and adaptive equipment and lifestyles.	Staff training as per AODA requirements; feedback/suggestions through management / CEO / website inquiries.
Policies/Procedures	1. Corporate Policy 0125: "Accessibility at WPSHC" 2. Assistive Devices Inventory	Ensure that all processes reviewed prevent and / or remove barriers; annual policy review.
Parking	Maintenance of parking lots is required from time-to-time that involves temporary parking lot closure.	When such maintenance is taking place that affects designated accessible parking spaces, the Plant Operations department will ensure alternate accessible parking spaces are available and signage posted.

9. Plan Communication

West Parry Sound Health Centre's Accessibility Plan will be posted on the WPSHC website (www.wpshc.com). Paper copies will be available from Switchboard and by request from the Administration Office.

On request, the accessibility plan will be made available in alternate formats, such as in large print.

AODA information is currently part of WPSHC's Education Program to staff, student and volunteers.

10. Definitions

1. "accessibility standard" means an accessibility standard made by regulation under section 6

2. "barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle")

3. "director" means a director appointed under section 30

4. "disability" means, (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a

developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder, or; (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

APPENDIX I

West Parry Sound Health Centre – Accessibility Features

1. Automatic door openers in many locations
2. Street level exit on 3 of 4 levels; all levels accessible by elevator
3. Disabled parking (in excess of 8 spots)
4. Wheelchair accessible washrooms
5. Baby change stations
6. Patient washrooms with wheelchair access
7. Dual swing doors in certain areas, including patient care
8. Sinks in patient rooms outside of patient washroom (sinks also in patient washrooms)
9. Spare wheelchairs available inside 1st and 3rd floor entrances
10. Low windows (provides accessibility to natural light)
11. Many new furnishings incorporate accessibility features
12. Nurse call system
13. TV's mounted on walls
14. Ramped sidewalks
15. Improved signage (Font Size Comfortable to Read, Larger Print for Seniors with Low Vision)
16. Improved lighting
17. Colour contrast services (white lettering on dark blue)
18. Lever door handles (not knobs)
19. New patient beds – controls on bed allow easy access to nurse call, lights, TV controls, split rails assist patient transfers
20. Many volunteers – visible and readily available to assist patients/clients/staff
21. Improved services: CT scan; all services now in one location – no outbuildings; majority of health care services located on same level
22. Accessibility highlights of location addressed to all staff during orientation to new facility
23. Indications on pavement (painted crosswalk) and “Pedestrian Crossing” signs installed on Ernie Eves Way to alert drivers of pedestrians crossing street
24. Installed ramps into patient showers for ease of transition into shower regardless of means
25. Installed bench along walkway
26. Painted “wheelchair” symbol on pavement of disabled parking spots
27. Adaptive hearing devices purchased to attach to phones to meet needs of those with hearing impairments
28. Physician are able to access the Electronic Health Record (EHR) in the Family Physician Records from within the Health Centre
29. Website meets the WCAG 2.0 standard, Level A