



ACCESSIBILITY PLAN

for

West Parry Sound Health Centre

2025

Approved by C.E.O.

A handwritten signature in black ink, appearing to read "Donald Sanderson", is written over a horizontal line.

**Donald Sanderson, CEO
West Parry Sound Health Centre**

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MESSAGE FROM THE CEO

West Parry Sound Health Centre works to encourage and sustain an organizational culture that supports equity and inclusiveness for everyone receiving, providing, and supporting health care services. We believe it is a privilege to serve all patients and families who come to us seeking care, and we are committed to removing barriers that can limit the way health care is received, provided, and supported.

Our organization is guided by five values that are communicated widely and frequently. These values are Compassion, Accountability, Rights and Responsibilities, Excellence and Safety. Our Statement of Values forms a foundational component within West Parry Sound Health Centre's Strategic Plan.

In particular, our leading value of Compassion is defined as our belief "that every person within and relating to West Parry Sound Health Centre has distinct physical, psychological, social, emotional, and spiritual needs which must be compassionately addressed with dignity, care, respect, and empathy."

While we continue to seek opportunities for improvement, we believe that our organization successfully maintains a high standard for accessibility. We seek constructive suggestions from people with lived experience who can participate with us in making changes to improve care delivery for everyone: patients and families, and our team members who provide and support the delivery of safe, excellent care.

Thank you for taking time to read West Parry Sound Health Centre's Accessibility Plan. Your comments are always welcome.

INTRODUCTION

West Parry Sound Health Centre (WPSHC) is a fully accredited acute health care facility located in Parry Sound, Ontario. 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. The health centre shares organizational leadership with other regional health system partners in the formative development of the West Parry Sound Ontario Health Team (WPS OHT). The team is one of 58 OHTs established to provide full population coverage across every community in the province.

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.

West Parry Sound Health Centre strives to meet the needs of its employees and

customers with disabilities and is working hard to remove and prevent barriers to accessibility. WPSHC is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). This accessibility plan outlines steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every five years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom training was provided.

EXECUTIVE SUMMARY

This plan was prepared by the Accessibility Working Group of West Parry Sound Health Centre (WPSHC) and reviewed and endorsed by the Quality and Safety Committee. This Committee then recommends the approval of the plan by our CEO and Board of Directors.

This plan is also made available for presentation to our Patient and Family Advisory Committee. Any staff members, including working group representation with a self-disclosed disability, can provide input to this plan if willing to do so. A seat is also available on this working group for any members of our Patient and Family Advisory Committee.

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.

PAST ACHIEVEMENTS TO REMOVE & PREVENT BARRIERS

West Parry Sound Health Centre has completed the following accessibility initiatives.

Customer Service

Over the past ten years, WPSHC has made it possible for feedback to be received in many formats (paper, telephone, online and in person). Based on feedback, the following has been addressed:

- Additional automatic door openers installed
- Additional accessible parking created
- Updated wheelchair accessible washrooms to facilitate independence (both public washrooms and patient rooms)
- Variety of mobility devices available at each entrance
- Information screens and TVs now wall mounted and larger in public areas
- Patient beds: variety of control designs purchased to improve patient interaction
- Adaptive hearing devices available
- Waiting area in Emergency Department has immediate access to screener for assistance; Volunteers staff Main Entrance to assist
- An adjustment to the railing along the sidewalk on Ernie Eves Way has added approximately 6 inches of width to the sidewalk
- Bariatric and Hip chairs accessible in Main Entrance
- Workstation adjustments in clerk areas to accommodate staff member with disability

Information and Communications

WPSHC has communicated with people with disabilities in ways that took into account their disability. When asked, we provided information about our organization and its services, including public safety information, in accessible formats or with communication supports. We have met internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level A website requirements in accordance with Ontario's accessibility laws.

- Improved signage (larger print)
- Colour contrast services (white lettering on dark blue)
- Accessibility Plan and Accessibility policies available on website; alternate formats available upon request

Employment

West Parry Sound Health Centre is committed to fair and accessible employment practices, including meeting the accommodation needs of employees with disabilities. This includes providing job accommodations that take into account an employee's accessibility needs due to disability.

- A process has been developed to support employees who have been absent due to a disability and who require disability-related accommodations when they return to work. This includes documenting steps that are taken to facilitate an employee's return to work.

The West Parry Sound Health Centre is also committed to providing accommodations throughout the recruitment and selection process to applicants with disabilities to ensure equal participation. Applicants can inform Human Resources of the nature of any accommodation(s) that may be required in respect of any materials or processes.

- Accommodation information is now included in advertising job postings, phone screens and interview email confirmations when inviting job applicants to participate in the selection process and is also included in employment letters when offering jobs to successful applicants.
- Successful alternate forms of interviews are now being conducted (i.e. phone, video)

Procurement

Planning represents an integral component of the procurement process and, whenever reasonable and practicable, accessibility design, criteria and features as per provincial regulation are addressed prior to the sourcing and selection of supplies, equipment, and services. (If not practicable, WPSHC is prepared to provide an explanation, if requested.) In recent years, the following equipment and devices have been purchased to ensure WPSHC meets accessibility needs of all:

- Bariatric bed, commode, wheelchair, walkers, chairs
- Hip chairs
- Specialized call bells
- Magnification sheets
- Low-profile patient beds
- Various designs of panic alert devices
- Workstation-On-Wheels: adjustable, portable workstations

Self-Service Kiosks

WPSHC has taken accessibility features into consideration when purchasing and installing self-service kiosks.

- Automated Bank Machine: large backlit screen to improve visibility, accessible height
- Change machines (2nd and 3rd floors): instructions in written and pictographic format
- “Take-A-Number” dispenser (Patient Registration): accessible height; red in colour for easy visibility
- COVID-19 screening for staff, volunteers and physicians: available in different formats (self, assisted, written)
- Hand sanitizer dispensing stations: various designs and height installations

Training

West Parry Sound Health Centre is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The Health Centre has implemented measures to ensure AODA training

is offered to all employees, students, and volunteers.

- Mandatory new hire orientation is conducted upon employment and includes AODA presentation and quiz (offered via both classroom and online format)
- Student orientation is conducted prior to placement and includes AODA presentation and quiz (offered via both classroom and online format)
- Volunteer orientation includes AODA presentation and quiz (offered via classroom format)
- Subsequent annual AODA training is offered to staff through mandatory online module

Design of Public Spaces

West Parry Sound Health Centre continues to strive to ensure all public spaces are accessible to all Ontarians.

- Accessible parking identified with signage and painted pavement symbols
- Ramped sidewalks
- Lever door handles
- Additional automatic door openers and hold opens installed
- Bench seating at entrances
- Waiting area in Emergency Department has access to barrier-reduced washroom, traffic flow can accommodate mobility devices

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, West Parry Sound Health Centre will notify customers promptly. This will include disruptions to elevator services, availability of accessible bathrooms, availability of assistive devices and inaccessibility of public areas. This notice posted on our website, entrances and public service counters will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services. *(From WPSHC Policy 0125, Accessibility at the West Parry Sound Health Centre.)*

Preventative/Emergency Maintenance

West Parry Sound Health Centre Preventative Maintenance policy (MM170) addresses the ongoing preventative maintenance of equipment and areas. This includes accessible elements such as elevators and automatic door openers. In addition, an external service contract provides regular repair of wheelchairs, walkers, commodes and other assistive devices. This contract includes an annual inspection of all such equipment.

STRATEGIES AND ACTIONS

West Parry Sound Health Centre will endeavour to complete the following accessibility initiatives.

Customer Service					
West Parry Sound Health Centre is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timelines as others.					
Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Sidewalks not wide enough	Provide safer access to facility	\$17 million (cost barrier)	Under review	Chief Operating Officer	Pending review
Lack of access to outdoor eating areas	Ensure areas can be safely accessed	Install paving stones under picnic tables	2025	Chief Operating Officer	Pending review
Improvements to Main Entrance	Facilitate safer access through doors	Install automatic sliding doors, reconfigure door-opener button, level slight incline	2025-26	Chief Operating Officer, Manager of Plant Operations	In Process

Information and Communications					
West Parry Sound Health Centre is committed to making our information and communications accessible to people with disabilities.					
Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Signage / Symbols	Improve signage; incorporate international symbol system (including LLTC)	Create new signage		Communications Manager / Clinical Managers	ongoing
Improve communications	Quality & Safety Committee to forward accessibility-related incident reports to Accessibility Working Group for review.	Education / awareness		Quality & Safety Committee / Accessibility Working Group	ongoing

Employment

West Parry Sound Health Centre is committed to fair and accessible employment practices including meeting the accommodation needs of employees with disabilities. A local organization, LINC Employment Services (Leading Into New Careers), offers integrated employment support services for individuals with disabilities. WPSHC has an established relationship with LINC and can access these services upon request.

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Feedback	Actively solicit feedback from applicants with self-disclosed disabilities to improving hiring process	Create process to solicit feedback		Human Resources	ongoing

Procurement

West Parry Sound Health Centre is committed to ensuring accessibility design, criteria and features are considered throughout the procurement process.

Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Misplaced adaptive hearing devices	Improve communications	Purchase additional units		Clinical Manager	Ongoing

Self-Service Kiosks

West Parry Sound Health Centre is committed to incorporating accessibility features / considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Currently, WPSHC has not identified any requirement for additional self-service kiosks.

Design of Public Spaces					
West Parry Sound Health Centre will meet accessibility laws when building or making major changes in public spaces.					
Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Accessible seating	Improve type of seating in waiting areas (armrests, hip-height chairs etc)	Standardize purchasing process for waiting area seating		Materiels Management, Clinical Managers	Ongoing

Training					
West Parry Sound Health Centre is committed to providing training in the requirement of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. The Health Centre has implemented measures to ensure AODA training is offered to all employees, students, and volunteers.					
Barrier	Objective	Means to Remove/Prevent	Timing	Responsibility	Status
Compliance rate	Improve compliance rate for annual mandatory AODA training for employees and volunteers; obtain baseline numbers for contracted service providers training	Develop monitoring process	2025-26	Human Resources	Ongoing

REVIEW AND MONITORING PROCESS

WPSHC’s Accessibility Working Group meets annually to review progress. Members of the committee provide updates on their annual commitments. Program leads responsible for each deliverable will be asked to provide regular updates on these action items. The Quality and Safety Committee will also review the plan annually. At the latest, the plan will be updated in 2029.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact
Human Resources, WPSHC
Telephone: 705-746-4540 ext 2414
Email: humanresources@wpshc.com

Our accessibility plan is publicly posted at www.wpshc.com. Standard and accessible
formats of this document are free on request from
Human Resources, WPSHC
Telephone: 705-746-4540 ext 2414
Email: humanresources@wpshc.com