

WEST PARRY SOUND HEALTH CENTRE
ACCESSIBILITY PLAN – STATUS UPDATE

December 2024

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

Please contact Human Resources at 705-746-4540 ext 2414, or by email at humanresources@wps hc.com should you require this document in an accessible format.

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