



ACCESSIBILITY PLAN

Under

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Submitted to

**Elizabeth Vosburgh,
The Vice President of Human Resources and Quality**

Prepared by:

**Wayne Goodwin, Director of Environmental Services
Accessibility Working Group
Of the Joint Occupational Health and Safety Committee
Northumberland Hills Hospital**

**Submitted:
April 25, 2013**

Executive Summary

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 is to improve opportunities for people with disabilities, and to provide for their involvement in the identification, removal and prevention of barriers to their full participation. To this end, the AODA requires each hospital to prepare a multi year accessibility plan; to provide annual progress reports; to consult with persons with disabilities in the preparation of this plan; and to make the plan public.

This plan prepared by the Accessibility Working Group of the Northumberland Hills Hospital. The plan describes (1) the measures that the hospital has taken in the past, and (2) the measures that the hospital will take during the next five years (2013–2018) to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of Northumberland Hills Hospital, including patients and their family, members, staff, health care practitioners, volunteers and members of the community.

Northumberland Hills Hospital commits itself to the continual improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff health care practitioners, volunteers and members of the community with Disabilities.

Annually, Northumberland Hills Hospital holds an accessibility tour with members of the community and hospital Joint Occupational Health and Safety. Any identified barriers to persons with disabilities noted in these tours will be added to the multi year plan.

Aim

This plan describes; (1) the measures that Northumberland Hills Hospital has taken in the past and (2) the measures that Northumberland Hills Hospital will take during the next five years to identify, remove and prevent barriers to people with disabilities who live, work in or use the hospital, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

2. Objectives

The plan includes the following objectives:

1. Identifying, removing and preventing barriers to people with disabilities.
2. Reviewing efforts at Northumberland Hills Hospital to remove and prevent barriers to people with disabilities over the past year.
3. Listing the by-laws, policies, programs, practices and services that Northumberland Hills Hospital that identifies barriers to people with disabilities.
4. Describing the measures Northumberland Hills Hospital will take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describing how Northumberland Hills Hospital makes this accessibility plan available to the public.

3. Description of the Northumberland Hills Hospital

Opened in 2003, the Northumberland Hills Hospital (NHH) is located in Cobourg, Ontario, directly off Highway 401, and approximately 100 kilometers east of Toronto. An acute care hospital, NHH delivers a broad range of Services, including emergency and intensive care, medical/surgical care, restorative/long-term care, Rehabilitation, palliative care and obstetrical care. A variety of ambulatory care clinics are also offered at NHH. In addition to these, NHH also sponsors a community mental health program. NHH serves a mixed urban and rural population of approximately 60,000 residents in west Northumberland including the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs close to 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network (Central East LHIN). The current Operating budget for the hospital is \$60 million.

Our Shared Vision

Leaders and partners creating health care excellence.

Our Mission

Exceptional patient care. Every time.

Our Core Values

Integrity

Quality

Respect

Collaboration

Compassion

4. Establishment of the Northumberland Hills Hospital Working Group

The VP Human Resources and Quality authorized the Joint Occupational Health and Safety Committee under the direction of Wayne Goodwin to:

- Review and list by-laws, policies, programs, practices and services that cause or may cause barriers to people with disabilities;
- Identify barriers that will be removed or prevented in the coming years;
- Describe how these barriers will be removed or prevented in the coming years and
- Prepare a plan on these activities, and after approval by the President and CEO, make the plan available to the public.

Coordinator

The Vice President of Human Resources and Quality appointed Mr. Wayne Goodwin as the Coordinator at Northumberland Hills Hospital.

Mr. Goodwin is the Director of Environmental Services at Northumberland Hills Hospital and has been with the hospital for many years. He also has broad knowledge of accessibility including assistive devices through his previous work as Director of Materials Management.

Members of the Accessibility Working Group

Each annual progress report will include listing of chosen Members of the Occupational Health and Safety Committee and community members involved.

5. Hospital Commitment to Accessibility Planning

The Joint Occupational Health and Safety Committee recommends to the Vice President of Human Resources and Quality of the Northumberland Hills Hospital that the following principles be adopted:

The Northumberland Hills Hospital is committed to:

- 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;
- The participation of people with disabilities in the development and review of its accessibility plans;
- Ensuring hospital by-laws and policies are consistent with the principles of accessibility; and
- The establishment of an Accessibility Working Group at the hospital.

The Vice President of Human Resources and Quality authorized the Accessibility Working Group to prepare an accessibility plan that will enable Northumberland Hills Hospital to meet these commitments within available resources.

6. Recent barrier-removal initiatives and current conditions

During the last several years, there have been a number of initiatives at Northumberland Hills Hospital to identify, remove and prevent barriers to people with disabilities. The hospital meets current AODA requirements.

a) Review of complaints received by patient representative

A policy and process is in place to deal with informal and formal complaints. If a complaint is received on the unit, it is addressed immediately by the Director. Annual audits will be conducted regarding the number of formal complaints filed because of barriers to people with disabilities. The results of this audit will be reported in the annual progress report.

b) Site audit

The Joint Occupational Health and Safety Committee members conduct a site audit on a monthly basis. Barriers are noted and addressed. Annually, an accessibility tour with members of the community and hospital Joint Occupational Health and Safety will be held each April. Any identified barriers to persons with disabilities noted in these tours will be noted and addressed.

c) Policy review and development

Policies and procedures will be reviewed on a regular basis to ensure that the challenges that people with disabilities encounter are addressed in a proactive manner.

7. Barrier-identification methodologies

The Accessibility Working Group used the following barrier-identification methodologies:

Methodology	Description	Status
Canvassing hospital committees	<ul style="list-style-type: none">Each member of the Joint Occupational Health and Safety Committee serves as Accessibility Ambassadors and will take forward information regarding the action plans to the various committees that they represent.	<ul style="list-style-type: none">Ongoing
Brainstorming exercise and accessibility audit	<ul style="list-style-type: none">This legislation will be formally addressed on a monthly basis as an agenda item at the Joint Occupational Health and Safety Meetings.Each team will address accessibility issues on an annual basis.	<ul style="list-style-type: none">Ongoing
Presentations to Staff	<ul style="list-style-type: none">Education to staff will be presented on multiple levels including staff in service education and ongoing educational information placed in	<ul style="list-style-type: none">A Respectful Workplace policy was implemented and education was provided to all staff.AODA presentation to all staff on customer

	the Monday report and communicated at Team meetings.	service
Focus Groups/Community Consultations	<ul style="list-style-type: none"> Members of the Municipal Committee will be invited to participate on this committee and assist with the audit. 	<ul style="list-style-type: none"> Four community members participated in the review of the environment.

8. Barriers identified

Over the next five years, the Accessibility Working Group will focus on a variety of barriers. The list is divided into six types: 1) physical, 2) architectural, 3) informational or communication-based, 4) attitudinal, 5) technological and 6) policies and practices.

9. Review and monitoring process

The Joint Occupational Health and Safety Committee will review progress on a monthly basis. At each meeting, the Working Group of the committee will remind staff, either through personal contacts or by e-mail, about their roles in implementing their plan. Members of the working group will also commit to updating the Quality Care Committee as requested by the President and CEO.

10. Communication of the plan

The hospital's accessibility plan and annual updates, will be posted on the Northumberland Hills Hospital website and copies in accessible formats are available upon request from the Communications Coordinator. The plan will also be included within the hospital orientation package to new staff.