



NORTHUMBERLAND HILLS
HOSPITAL

ACCESSIBILITY PLAN
Annual Status Report
2020

Northumberland Hills Hospital is committed to treating all people in a manner that respects the dignity and independence of persons with disabilities and that person(s) with disabilities are given equal opportunity to obtain, use and benefit from the goods and services provided by NHH.

We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility in meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Our aim for 2020-21, is to continue to increase awareness of the Accessibility for Ontarians with Disabilities Act (AODA) and develop/implement strategies for identifying and removing barriers at NHH. We will continue to integrate the spirit of the AODA into our current policies, procedures and activities.

Northumberland Hills Hospital Accessibility Status Report – 2020

In 2018, the NHH Multi-Year Accessibility Plan (2018-2023) was posted in accordance with the Accessibility for Ontarians with Disabilities Act (AODA, 2005). The plan outlined the strategy of NHH over the next five years to identify, prevent, and remove barriers in hospital programs and services for people with disabilities.

The present report is the annual report of the NHH Health Multi-Year Accessibility Plan (2018-2023). In this report, you will find our progress on actions taken to meet the requirements of the AODA in 2023.

Accessibility for Ontarians with Disabilities

The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005, and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract). The AODA is made up of five standards, as well as some general requirements, and they include the:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. Provide training to staff and volunteers
2. Develop an accessibility policy
3. Create a multi-year accessibility plan and update it every five years
4. Consider accessibility in procurement and when designing or purchasing self-service kiosks

Accessibility Goals and Achievements

Goals	Achievements 2019
Develop a Multi-year Accessibility Plan	Five year plan has been completed with feedback and support from Occupational Health and Safety Group
Implement Integrated Accessibility Standard	Human Resources continues to integrate accessibility requirements into employment and recruitment practices
Members of the Occupational Health and Safety group inspect monthly to identify potential barriers and ensure enhanced accessible services are provided.	Ongoing preventative maintenance to ensure all door hardware, thresholds, and cubature's are in good standing.
Provide accessibility training for all employees, volunteers and students.	Training continues to be provided to all new hires during general orientation and annually complete e-learning sessions.