



ACCESSIBILITY PLAN - Annual Status Report - 2022

Northumberland Hills Hospital (NHH) 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 have equal opportunity to obtain, use and benefit from the healthcare 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, wherever possible, to accessibility in meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). Examples of previous strategies have included signage.

The Joint Occupational Health and Safety Committee (JOHSC) is the working group for AODA, and we engage stakeholders in any planned development.

Our aim for 2022 - 2023, 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. NHH has the following Accessibility Policies:

- Accessible customer service for people with disabilities
- Guide Dog and service animals
- Employment, recruitment, and selection
- Modified work program
- Design of public spaces
- Information and communication

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In 2018, the NHH Multi-Year Accessibility Plan (2018 - 2023) was posted in accordance with AODA obligations. 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

AODA comprises of up of five standards, as well as some general requirements which include:

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



AODA standards form 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

Goal	Achievement/Opportunity	Status
Develop a Multi-year Accessibility Plan	Five-year plan completed with input, feedback and support of the JOHSC	Complete
Implement Integrated Accessibility Standard	Human Resources continues to integrate accessibility requirements into employment and recruitment practices	Ongoing
	Ongoing preventative maintenance to ensure all door hardware, thresholds, and cubature's are in good standing.	Ongoing
Members of the JOHSC inspect monthly to identify potential barriers and ensure enhanced accessible services remain available	Adherence to monthly inspection schedule	Ongoing
Provide accessibility training for all employees, volunteers, and students	Training remains available to all new hires during general orientation and annually complete e-learning sessions.	Ongoing
Development of Violence Risk Assessment	Opportunity to develop and implement risk assessment checklist for workplace violence	Underway