



NORTHUMBERLAND HILLS HOSPITAL

Accessibility Plan for Northumberland Hills Hospital

January 2019 – December 2024

The 2019 to 2024 accessibility plan outlines the actions that Northumberland Hills Hospital will put in place to improve opportunities for people with disabilities.

PART 1: INTRODUCTION AND BACKGROUND INFORMATION

Northumberland Hills Hospital

Located approximately 100 kilometers east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care while post-acute services include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. As well, NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography.

Statement of Commitment

Northumberland Hills Hospital is committed to treating all people in a manner that respects the dignity and independence of persons with disabilities and that persons 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessibility at Northumberland Hills Hospital

The Accessibility for Ontarians with Disabilities Act (AODA) seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations including Northumberland Hills Hospital, to ensure their workplaces and services are fully accessible to the public, employees, volunteers, privileged staff, and students, including persons with disabilities.

The Integrated Accessibility Standards Regulations (IASR) requires every employer with 50 or more employees to develop and post a Multi-Year Accessibility Plan on their website by January 1, 2014. In accordance with the ISAR, Northumberland Hills Hospital's Multi-Year Accessibility Plan outlines NHH's strategy to prevent and remove barriers to accessibility.

The objective of the Multi-Year Accessibility Plan is to support NHH's compliance with the AODA and the ISAR and NHH's commitment to treating all people in a way that allows them to maintain their dignity and independence. This plan refers to all NHH employees, professional staff, volunteers, students, contractors and patients with accessibility needs.

PART 2: NORTHUMBERLAND HILLS HOSPITAL'S MULTI-YEAR PLAN

Establishment of Accessibility Policies

Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the ISAR.

NHH currently has the following Accessibility Policies:

- Accessible Customer Service for People with Disabilities
- Guide Dogs and Service Animals
- Employment – Recruitment and Selection
- Modified Work Program
- Design of Public Spaces
- Information and Communication

These policies will be reviewed to ensure legislative compliance by March 2019.

Accessibility Plans

Organizations shall:

- a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the ISAR;
- b. Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and,
- c. Review and update the accessibility plan at least once every five years.

Northumberland Hills Hospital will take the following steps to enhance oversight of organizational strategies to prevent and remove barriers and meet all requirements under the ISAR requirements:

- Assign the Occupational Health and Safety Committee to be the AODA oversight committee
- Engage stakeholders in Accessibility Plan development
- Identify barriers by soliciting stakeholder feedback from employees, volunteers , as well as municipal representatives of AODA committees (annual accessibility tour)

Accessibility Working Group

The NHH Occupational Health and Safety Committee is the working group under this legislation.

Executive Sponsor: Vice President Corporate Services

Project Lead: Director Plant Operations

The Accessibility Working Group conducts its functions under the following assumptions:

- Improving accessibility is a shared responsibility
- Team members will work cohesively and will inform their immediate supervisors regarding their commitment and the work effort to participate on the team
- Team members will provide active communication and liaison between the Accessibility Team and their hospital unit/department or community constituency
- Development of the NHH Accessibility Plan is mandated by the Accessibility for Ontarians with Disabilities Act, 2005 and is strongly supported by senior levels of administration at Northumberland Hills Hospital.

The working group reviews accessibility on a monthly basis and considers the AODA principles during monthly tours and discussions.

The working group welcomes input from people with disabilities and other individuals who are willing to provide feedback regarding issues identified during their visits to NHH. On an annual basis, an organizational tour is conducted where members representing people with disabilities from the local municipalities are invited to provide an external review of our organization.

Training

Northumberland Hills Hospital will provide training to all new employees, physicians and volunteers on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.

Training for employees can be obtained through the NHH e-learning system and can be accessed at any time. All NHH employees have been trained on this model.

A record will be maintained on all people trained and when.

Northumberland Hills Hospital will review and update the training programs every two years or as otherwise required.

Information and Communications

Northumberland Hills Hospital is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

NHH internet and intranet websites conform to the WWW consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. If the external or intranet websites are updated during the five year period, accessibility will be taken into account to ensure that the latest accessible versions are made available. The last update to the external website was 2018. An audit of compliance was conducted in August 2018.

Employment

Northumberland Hills Hospital is committed to fair and accessible employment practices.

NHH has taken the following steps to notify the public and staff that, when requested, NHH will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Post information on our website
- Include information in job postings

Northumberland Hills Hospital takes the following steps when developing individual accommodation and return-to work plans for employees with accessibility needs:

- Involve employees in the development of their plans
- Assess the accommodation needs of our employees
- Protect the privacy of our employee's personal information
- Communicate to employees if a request for an accommodate plan is denied

- Provide plans in accessible formats
- Review and update the plans with employees regularly
- Consider what accommodations may be appropriate for an employee returning to work depending on if their disability is temporary, recurring or permanent

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in our performance management, career development and redeployment processes by 2022.

- Review employees' accommodation plans to understand their needs and see whether adjustments need to be made
- Make performance management documents available in accessible formats when asked
- Provide feedback and coach employees in a way that is accessible to them
- Consider what accommodations employees with disabilities may need to learn new skills to increase responsibilities

Design of Public Spaces

Northumberland Hills Hospital will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by January 1, 2022 by:

- Members of the Accessibility Committee will review plans for the re-build of the Pharmacy to ensure that it remains accessible for staff and physicians.

Northumberland Hills Hospital has taken the following steps to improve the accessibility of public spaces:

NHH will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, including:

- Review of exterior signage to ensure colour and size meet the standards to better serve people with visual impairments
- Ensure adequate accessible washrooms with appropriate signage and wayfinding
- Review the recreational walking path to ensure that it is barrier free and

In addition, on an annual basis, members from municipal accessibility committees will be invited to participate on an accessibility tour of NHH to ensure the organization remains barrier free.

Customer Service

Northumberland Hills Hospital is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

NHH will take the following steps to enhance our provision of accessible customer service to people with disabilities in accordance with AODA and ISAR by 2022.

- Review and communicate with Heart, service model and continue to train on this model for the hospital.
- Communicate customer service model expectations to all new and existing employees on an ongoing basis.

Northumberland Hills Hospital will take the following steps to ensure all feedback mechanisms are accessible to persons with disabilities by 2022.

- Include Patient and Family Advisors in Quality Practice Committees and as active participants in developing Quality Improvement Plans,
- Implement the real-time surveying program to increase timeliness of patient feedback.

PART 3: CLOSING STATEMENTS

In accordance with AODA and with Northumberland Hill's Hospital objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for NHH's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on Northumberland Hills Hospital's website and will be reviewed and updated at least every five years.

An Accessibility Plan – Status Report will be posted on Northumberland Hills Hospital website at least once a year.

For the public:

If you have any questions or have feedback related to Northumberland Hills Hospital Multi-Year Accessibility Plan, please e-mail ccudmore@nhh.ca or call at 905 372 6811 ext. 7774.

Standard and accessible formats of this document and all accessibility policies are free on request.

For NHH Employees

If you have any questions or have feedback related to NHH's Multi-Year Accessibility Plan, please email ccudmore@nhh.ca or evosburgh@nhh.ca

Standard and accessible format of this document and all accessibility policies are free upon request.