WEST HALDIMAND GENERAL HOSPITAL

ACCESSIBILITY

IT'S THE LAW

June 2020

Accessibility for Ontarians with Disability Act 2005

The purpose is to make Ontario Barrier Free and accessible to people with disabilities by 2025

Under this legislation, the government of Ontario has developed mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living.

The standards apply to private and public sector Organizations across Ontario.

West Haldimand General Hospital prepared it's first Accessibility plan in 2003 to identify, remove and prevent barriers to people with disabilities who work in or use the facilities and services of the hospital.

In 2011, WHGH developed a multi-year Accessibility Plan with the assistance of persons with disabilities to outline our commitment through to 2021

The hospital has committed itself to the continual improvement of access to hospital facilities, policies, programs and services for patients and their families, staff, health care practitioners, volunteers and members of the community with disabilities.

Compliance Schedule for Public Sector Organizations

Workplace Emergency Response Information	2012
Accessibility Policies and Multi-Year Plan	2013
Procuring or Acquiring Goods, Services or Facilities	2013
Self-Service Kiosks	2013
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Training	2014
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Accessible Web Sites and Web Content level A	2014
Recruitment, Assessment or Selection Process	2014
Performance Management and Career Development	2014
Accommodation Plans and Return to Work	2014
Accessible Formats and Communication Supports	2015
Design of Public Spaces	2016
Accessible Web Sites and Web Content level AA	2021

GENERAL STANDARDS

Accessibility Policies		
AODA Standard	Action Plan	Status
3.1 Establish accessibility policies Initially completed in 2013	Policies that govern how to achieve accessibility are developed, implemented and maintained, e.g. Customer Service, Workplace emergency response for workers with disabilities	WHGH reviews and revises our policies every 4 years or as changes required
3.2 Statement of Organizational commitment Initially completed in 2013	Statement of organizational commitment to meet the accessibility needs of persons with disabilities is included in policy and plan	WHGH statement of commitment is included in our policies, Accessibility Plan as well as the Patient and Family Guide
3.3 Make policy documents publicly available Initially completed in 2013	Written policy documents are made publicly available and in accessible format upon request within a timely fashion Announcement posted on the website to inform public that documents are available in accessible formats	WHGH Accessibility policy is located on the website Information regarding accessible formats is also located in the Patient and Family Guide which is both available in print as well as on the website.

Multi-Year Accessibility Plans		
AODA Standard	Action Plan	Status
4.1 Establish a multi-year accessibility plan Initially completed 2013	A multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of the Integrated Accessibility Standard is established, implemented, maintained and documented Plan is reviewed and updated at least once every 5 years The accessibility plan is posted on website and provided in an accessible format upon request	This multi year plan was reviewed in 2018
4.2 Conduct consultation with persons with disabilities Initially completed 2013	WHGH will ensure information to assist in removing barriers is gathered from our community in consultation with persons with disabilities	Community input is gathered through surveys as well as Patient Advisory Council
4.3 Prepare annual status report Initially completed in 2013	Report on the year's progress toward goals and targets identified in multi-year accessibility plan is prepared The report is posted on website and provided in an accessible format upon request	Report is completed and posted

Procuring or Acquiring Goods, Services or Facilities		
AODA Standard	Action Plan	Status
5.1 Incorporate accessibility criteria and features into procurement process Initially completed 2013	Acquire copies of our external partners' policies that apply to our joint purchasing. Review and revise WHGH specific policies	Complete
5.2 Provide explanation if impracticable, upon request Initially completed in 2013	Explanations provided upon request within a timely fashion	Ongoing
Self-Service Kiosks		
6.1 Incorporate accessibility features when procuring or acquiring self-service kiosks Initially completed in 2013	As available Kiosks may incorporate but are not limited to the following features: audio connector, tactile keyboard, accessible height, extra time to complete tasks Self service Kiosks will be located in accessible areas and clear of obstacles	Self service bank machine available in front lobby complies with standard Self service parking token machines are clearly identified, at accessible height and available in front lobby and Emergency Dept.

Training		
AODA Standard	Action Plan	Status
7.1 Provide training on IASR accessibility standards and Human Rights Code Initially completed in 2014	Training provided to all new staff during orientation. Update changes to Standards for all staff, board and volunteers E-learning modules available to all staff	Training of new staff occurs during hospital orientation E-learning is available through our intranet Staff are educated through Lunch and learn forums and special events
7.2 Training is appropriate to duties of the job Initially completed in 2014	Training is appropriate to the duties of the employees, volunteers and other persons who provide goods or services Training specific duties reflects the Job Description and Job Hazard Analysis	Ongoing Training brochure is provided to contracted companies and their staff
7.3 Training regarding policy changes Initially completed in 2014	Minor changes to policies are brought forth to the management group to be communicated down to all staff. Training along with evaluation of knowledge is conducted for significant changes to Policies	Ongoing when changes occur
7.4 Record of training Initially completed in 2014	A record of training provided under this section, including dates of training and number of individuals is kept Records of training maintained by Education/Quality	Ongoing and up to date

Feedback Process		
AODA Standard	Action Plan	Status
11.1 Ensure feedback processes are accessible by accessible formats and/or communication supports upon request Initially completed in 2014	Website invites comments/feedback under Accessibility Link Surveys are distributed, collected, and evaluated with a specific focus on Accessibility to both patients and visitors	Customer feedback surveys are distributed throughout all clinical departments either quarterly, semi-annually or annually Patient and visitor feedback pamphlets are available throughout the facility Staff surveys are completed annually
11.3 Notify the public about the availability of accessible formats and communication supports Initially completed in 2014	Patient and Family guide outlines what is required under the AODA as well as types of accessible formats and communication supports available throughout the hospital Patient and Family guide is available on-line Breaking Barriers together produced by the Ont. Fed of Indian Friendship Centres	Updated annually and available throughout the facility as well as on the website
11.4 All Publically available information is accessible upon request	The requesting individual's disability will be taken into account in providing alternative formats	available upon request

Accessible Formats and Communication Supports		
AODA Standard	Action Plan	Status
12.1 Provide accessible formats and communication supports for information	WHGH will employ a variety of formats when possible to support the communication of information. Accessible formats and communication supports shall be provided in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons	available upon request
12.2 Consult with person requesting alternate format	Develop form to be completed when alternative format requested (date requested, type of alternate format required, date available) to enable tracking If information or communication is unconvertible, WHGH will provide the requesting person with an explanation why information is unconvertible and a summary of unconvertible information or communication	Complete
12.3 Notify public of availability of these alternatives	Patient and Family guide, WHGH Website and signage will post information on where to go and how to receive alternative format	Complete

Emergency Procedure Plans and Public Safety Information		
AODA Standard	Action Plan	Status
13.1 Provide emergency procedure and public safety information in accessible formats or with communication supports as soon as practicable, upon request	Information in event of Codes: Black, Brown, Red, Green, Orange, White, Purple available in Patient and Family guide Provide public brochures: “Important Information for all Visitors” “Making Emergency Information Accessible to the Public Scrolling Banner on website informs public of safety information All staff has mandatory review of Emergency procedure protocol and this includes notification of public through PA system	Complete Complete Complete Complete

Accessible Web Sites and Web Content			
AODA Standard	Action Plan	Status	
14.1 Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) (other than live captions and audio descriptions)	Internet and Intranet meets technical requirements of WCAG 2.0 level A on required schedule - This applies to websites and web content that an organization controls directly or through a contractual relationship that allows for modification of the product - This applies to web content published on a website after January 1, 2012	2021 Level AA	Complete

Recruitment		
AODA Standard	Action Plan	Status
22.0 Notify about accommodation in recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process Process will follow in compliance with External Recruitment and Equal Opportunity Policies	Complete Complete
Recruitment, Assessment or Selection Process		
23.1 Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process	Complete

Recruitment, Assessment or Selection Process		
AODA Standard	Action Plan	Status
23.2 Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs	Suitable accommodation shall take into account the person's accessibility needs due to disability WHGH shall pursuant to the Human Rights Code accommodate individuals with disabilities short of undue hardship. The following principles shall be set out: create no new barriers, design inclusively, identify and remove existing barriers, favour integration over segregation, provide interim measures where appropriate, and accommodate individual need short of undue hardship by exploring solutions through a cooperative process that maximizes confidentiality and respect	Policies Completed and reviewed

Notice to Successful Applicants		
AODA Standard	Action Plan	Status
24.0 When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities	Policies that govern how to achieve accessibility are developed, implemented and maintained e.g. Customer Service, Workplace Emergency response for workers with disabilities, Integrated Accessibility	Completed and reviewed
Informing Employees of Supports		
25.1 Inform employees of policies supporting employees with disabilities	Policies that govern how to achieve accessibility are developed, implemented and maintained e.g. Customer Service, Workplace Emergency response for workers with disabilities, Integrated Accessibility When making offers of employment, the successful applicant shall be notified of WHGH's policies for accommodating employees with disabilities.	Completed and reviewed Complete and ongoing

Informing Employees of Supports		
AODA Standard	Action Plan	Status
25.2 Provide this information to new employees as soon as practicable after hiring	Successful applicants shall be notified of WHGH's policies for accommodating employees with disabilities.	Complete and ongoing
25.3 Provide updated information on accommodations policies to employees when changes occur	Employees shall be informed whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. WHGH shall pursuant to the Human Rights Code accommodate individuals with disabilities short of undue hardship.	Complete

Accessible Formats and Communication Supports for Employees		
AODA Standard	Action Plan	Status
26.1 Provide accessible formats and communication supports for job or workplace information, upon request	All information that is: needed in order to perform the employee's job generally available to employees in the workplace is provided to employees in alternate format or with communication supports	Complete and available
26.2 Consult with employee to determine suitability of format or support	Accessible formats and or communication supports shall take into account the person's accessibility needs due to disability	Complete and available

Workplace Emergency Response Information		
AODA Standard	Action Plan	Status
27.1 Provide individualized workplace emergency response information to employees who have a disability (temporary or permanent)	An “Employee Safety during Emergencies” letter will be provided to all existing and new staff to identify any staff requiring an individualized Emergency Response Strategy. Emergency Information Worksheet for Employees with Disabilities will be completed Create an individualized Emergency Response Strategy. Create Workplace Emergency Response for employees with a disability Policy	Complete and available Complete and available Complete and available Complete and available
27.2 Provide information to person designated to provide assistance upon consent	The Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources , Occupational Health and Safety, all on-call managers and any person designated to help the employee	Complete and available

Workplace Emergency Response Information		
AODA Standard	Action Plan	Status
27.3 Provide information as soon as practicable after becoming aware of the need	The Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources , Occupational Health and Safety, all on-call managers and any person designated to help the employee	Complete and available
27.4 Review individualized workplace emergency response information when: • employee moves location • individual plans are reviewed • general emergency policies reviewed	In the event of any change as required a revised Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources , Occupational Health and Safety, all on-call managers and any person designated to help the employee	Complete and available

Documented Individual Accommodation Plans		
AODA Standard	Action Plan	Status
28.1 Develop written process for the development of documented individual accommodation plans for employees with disabilities	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	Complete
28.2 Elements include How: • employee can participate • employee will be assessed • employer can request assessment to determine accommodation • employee can request participation of union rep • employee's personal information will remain private • plan will be reviewed and updated • reasons for denied request will be communicated • plan will be provided to employee	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	Complete

Documented Individual Accommodation Plans			
AODA Standard	Action Plan	Target Date	Status
28.3 Individual accommodation plans shall: Include any information regarding accessible formats and communications supports provided, if requested Include individualized workplace emergency response information, if required Identify any other accommodation that is to be provided	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	2014	Complete and available

Return to Work		
AODA Standard	Action Plan	Status
29.1 Develop a documented return-to-work process	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	Complete and available
29.2 Include steps employer will take to facilitate return to work and use documented individual accommodation plans	Building on the present Return to Work policy, develop a process to facilitate return to work and documentation of individual accommodation plans for employees with disabilities in accordance with the Human Rights code and as applicable, their respective collective agreement	Complete and available
30.1 Include accessibility considerations in performance management processes	In accordance with WHGH policies on Performance Review and Planning as well as Equal Opportunity, the person's accessibility needs and individual accommodation will be considered	Complete

Career Development		
AODA Standard	Action Plan	Status
31.1 Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position	In accordance with WHGH policies on Performance Review and Planning as well as Equal Opportunity, the person's accessibility needs and individual accommodation will be considered	Complete
32.1 Include accessibility considerations and individual accommodation plans in redeployment processes	Create process and policy regarding Redeployment Contact Human Resources and OHS coordinator to ensure compliance with this standard	Complete

Built Environment Standards (Design of Public Spaces)		
Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2016.		
AODA Standard	Action Plan	Status
Exterior Spaces Ss. 80.16 Outdoor public use eating areas 80.21- 80.27 Exterior paths of travel including: ramps, stairs, curb ramps, depressed curbs	Develop check list of requirements for new builds or planned renovations of Exterior spaces	Complete
Ss. 80.34 to 80.37 Accessible Parking Off-street parking facilities (lots) must provide the following two types of parking spaces for the use of persons with disabilities: distinctly indicated by erecting an accessible permit parking sign	Type A: parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”. Type B: standard parking space which has a minimum width of 2,400 mm.	Complete

Draft Built Environment Standards (Design of Public Spaces)		
AODA Standard	Action Plan	Status
Ss. 80.39 to 80.41 Interior Spaces 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas.	AODA requirements will be built in to capital request for any newly constructed or redeveloped Interior Spaces	Ongoing
Ss. 80.42 Maintenance of Accessible Elements 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces 2. Procedures for dealing with temporary disruptions when accessible elements required under this part are not in working order.	Maintenance of Accessible Elements will be monitored through Workplace Inspections, Pre-Use Inspections and Health and Safety policy Notice of temporary disruptions posted and announced within the facility as well as the website's scrolling banner	Ongoing

DEFINITIONS

IASR - The Integrated Accessibility Standards Regulation establishes accessibility standards and introduces requirements for information and communications, employment and transportation. The Integrated Accessibility Standards Regulation also establishes the compliance framework for obligated organizations.

Accessible Formats - Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include but not limited to large print, Braille, e-mail, simplified summaries, recorded audio and electronic formats.

Communication supports: supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Web Content Accessibility Guidelines - is an international standard for making websites and web content accessible to people with a wide-range of disabilities. A team of experts from around the world developed WCAG.

Kiosk - means an interactive electronic terminal, e.g. electronic banking machine, intended for public use that allows users to access one or more services or products or both.

West Haldimand General Hospital Emergency Codes:

Code Black -	Bomb Threat
Code Brown -	Chemical Spill
Code Red –	Fire
Code Green -	Evacuation
Code Orange –	Disaster
Code White –	Violent person
Code Purple –	Hostage or Person with a Weapon