



125 Hogan Road
Nipigon, ON P0T 2J0

**ACCESSIBILITY
MULTI YEAR
PLAN / PROGRESS REPORT
2015 - 2018**

December 2017

TABLE OF CONTENTS

| | |
|---|-----------|
| Accessibility for Ontarians with Disabilities Act (AODA) | 3 |
| AODA's Definition of "Disability" | 3 |
| Statement of Commitment | 4 |
| Progress | 5 |
| Plans | 17 |

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The government of Ontario enacted the AODA in 2005, building the framework for compliance with mandatory accessibility standards, stage by stage. The AODA requires by law, that all service providers remove barriers faced by people with disabilities.

The purpose of the AODA is to move organizations in Ontario forward on accessibility with the long term goal of a barrier-free Ontario by 2025.

disability [dis-uh-bil-i-tee] . . . as defined by the Accessibility for Ontarians with Disabilities Act

- any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. (Ontario Human Rights Code 10(1), 1990).

STATEMENT OF COMMITMENT

Nipigon District Memorial Hospital respects and supports the principles and requirements set out in the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard Regulation, Integrated Accessibility Standard Regulations, and the Ontario Human Rights Code. Our policies, procedures, procurement requirements, training for employees and best practices are in compliance with these legislative requirements and are reviewed on a regular basis.

At Nipigon Hospital, we are committed to providing health care goods and services guided by the principles of independence, dignity, integration and equal opportunity.

We are dedicated to providing the best health care experience to our disabled clients by offering the same opportunities to access and benefit from our goods and services in the same place and in a similar way as other persons.

Upon request, the Hospital will do its best to provide accessible formats and communication supports on any of the information contained within this policy, in a timely manner that takes into account the person's accessibility needs, at a cost no more than what is regular, and in consultation with the person making the request to determine the suitability of what is provided. This extends to emergency procedures, educational and training resources.

This commitment is highlighted in our Accessibility Pamphlet, located in the pamphlet racks on Acute, LTC and ER and on our website at ndmh.ca

PROGRESS

Annual review/revision of *ACC 01, Statement of Commitment* to reflect the changes to the health care and services we offer, and recommendations from our disabled clients and employees.

2013

The following documents were added to the Accessibility Program -

- ACC 04, Integrated Accessibility Standards Regulation
- ACC 05, Procurement Under the AODA
- ACC 06, Alternative Document Format
- PER 11, Accommodation in Employment for Persons with Disabilities
- Customer Service Standard Pamphlet

The following documents, already part of the Accessibility Program, were reviewed/revise -

- ACC 02, Ontario Human Rights Code and Disability
- ACC 03, Customer Service Standard
- PER 02, Recruitment and Selection
- PER 10, Training
- PER 12, Exit Interview
- OHS 42, Returning to Work

2014

- *ACC 01, Statement of Commitment* reviewed and revised in December, 2014.
- Abbreviated *Statement* is included in the revised Accessibility pamphlet (previously named Customer Service Standard)
- Lab/Diagnostic Imaging *outpatient Satisfaction surveys* include accessibility accommodation question
- *Statement of Commitment to Our Employees* provided at December, 2014 Department Head meeting (for posting in each department)
- *Statement of Commitment to Our Clients*, along with *Alternative Document Request* and *Your Valuable Feedback* forms are posted to the Lab, Diagnostic Imaging, Physio, Telehealth, Acute Care, ER, LTC and Business Office

2015

- *ACC 01, Statement of Commitment* reviewed December 2015.

2017

- *Statement of Commitment* reviewed/revise, December 2017

Policy/Procedure Requirements

Complete an annual review and/or revision of NDMH Policies/procedures related to Ontarians with disabilities to ensure compliance with AODA, its regulations and standards.

2014

The following document was added to the Accessibility Program -

- OHS 40, Emergency Evacuation Procedures for Persons with Disabilities (Document reviewed and approved in DRAFT by Health & Safety Committee May 2014 meeting. Final approval will take place once new Fire Safety Plan has been finalized and approved.)

The following documents, already part of the Accessibility Program, were reviewed/revise

- ACC 02, Ontario Human Rights Code and Disability
- ACC 03, Customer Service Standard
- ACC 04, Integrated Accessibility Standard Regulation – Information and Communication/Employment (formerly Integrated Accessibility Standard, This name change reflects the standards that apply to NDMH)
- ACC 05, Procurement Under the AODA
- ACC 06, Alternative Document Format
- PER 02, Recruitment and Selection
- PER 10, Training
- PER 11, Accommodation in Employment for Persons with Disabilities
- PER 12, Exit Interview
- OHS 42, Returning to Work
- Accessible (ak-ses-uh-buh-l) Health Services and Care pamphlet (formerly Customer Service Standard, and includes information on all of our accessibility accommodations)

2015

The following documents were added to the Accessibility Program -

- OHS 40, Emergency Evacuation Procedures for Persons with Disabilities
- Statement of Our Commitment to Our Clients
- Statement of Our Commitment to Our Employees

The following documents, already part of the Accessibility Program, were reviewed/revise

- ACC 04, Integrated Accessibility Standards Regulation as it applies to NDMH
 - General Requirements
 - Information and Communication
 - Employment
- ACC 05, Procurement under the AODA
- ACC 06, Alternative Document Format

2017

Policies/procedures/documentation that ensure compliance with the AODA were reviewed and revised and includes -

- Statement of Commitment
- Accommodation Policy
- Providing Access for People with Disabilities
- Services, Goods and Facilities Accommodation
- Employment Accommodation
- Emergency Response Planning for Employees with Disabilities including an Emergency Response Plan/Agreement
- Accessibility Pamphlet

Other Hospital documents that reference the AODA include -

- Job Postings
- Job Descriptions
- Fire Safety Plan

2017

NDMH did not develop an Interpreter Policy/Procedure as planned in 2016. The Hospital continues to make use of its French speaking employees in order to assist in the translation of information, if practicable.

In addition, the Thunder Bay Multicultural Association's translation service phone number has been added to the phone list.

The responsibility of Emergency evacuation of a disabled employee has been written into the Hospital's Fire Safety Plan under the responsibilities of the Owner and Supervisor.

Annual Accessibility Progress Report

2013

- Annual Accessibility Progress Report reviewed and signed by Chief Executive Officer

2014

- Annual Accessibility Progress Report reviewed with Senior Team and signed by Chief Executive Officer
- Annual Accessibility Progress Report Included in AODA education requirements to be reviewed by all employees

2015

- Annual Accessibility Progress Report reviewed with Senior Team and signed by Chief Executive Officer
- Annual Accessibility Progress Report reviewed at December Department Head meeting

2017

- Annual Accessibility Progress Report reviewed with Senior Team and signed by Chief Executive Officer
- Annual Accessibility Progress Report distributed to Department Heads

Physical Environment

A record of renovations made to the interior of the facility with accommodations for disabled clients/employees.

2014

- Free standing, hands free hand hygiene stations added to Acute, ER, and Main entrances.
- Relocation of the Acute Care servery will include accessible counter heights and access to sink. At year end, renovation was not complete.
- As a result of consultation with a disabled client in September 2014, a request was made for paper towel dispensers to be installed in public washrooms and outpatient departments at close proximity to the sink, and at accessible height. Temporary measure implemented. At year end, dispensers not yet purchased.

2015

- The renovation to the Acute Care servery was completed in May. The area is accessible to clients with mobility devices and includes a "cut out" for a wheelchair to move under the sink.
- Paper towel dispensers purchased/installed close to sink at accessible height, July 2015
- Request was submitted to COO/Maintenance for a colored stripe to be painted in hallway to provide direction to ER Department "ie. follow the green stripe"

2016

- The Hospital's Department Legend was updated and color coded in September
- Signage was updated to reflect the location of tenants within the facility in September

2017

- A property wide resurfacing project in the autumn resulted in the removal of all curbs at the main entrance in favour of a seamless threshold from pavement to sidewalk .
- The installation of a new telephone system has addressed the gaps in paging announcements.

Consultation with Disabled Clients

Recommendations from our disabled clients regarding our progress, the identification of new goals, the care and services we offer and suggestions for change.

Consult with our disabled clients regarding any changes to our policies/procedures.

2014

- AODA policies provided to disabled client MC in February 2014 for review and comments, but no response received. (Several disabled clients declined invitation to participate prior to MC)
- September 3, 2014 recommendation received from Physio client CG resulted in purchasing request of hands free paper towel dispensers which will be more accessibly placed in public washrooms and in physio department. As a temporary measure, paper towel dispenser baskets at public washrooms near sink. Advised Housekeeping to restock. Communicated to GC.

2015

- Requested to GC, and GC agreed, to review NDMH documentation relating to AODA Recommendations (in addition to hands free paper towel dispenser purchase and location) received from GC included the need for a wheelchair with leg support to be available in ER Department, and provide opportunities for client feedback. Opportunities for feedback available in paper form at outpatient departments and on website. GC sent note of thanks for her review of, and recommendations for, our Accessibility Program. Provided GC update on her recommendations, including installation/relocation of paper towel dispensers.
- NDMH did not receive any accessible concerns from January 1, 2015 to December 7, 2015.

2016

- No concerns reported

2017

- Lab hours have changed several times this year. Lab hours are posted to the Hospital's website and on the Lab door. Health Records staff are diligent in keeping outpatients abreast of the current Lab hours.
- Chit sheets have been made available to outpatients at the Health Record department and at the Lab as a reminder of lab hours and will be given to outpatients by these staff.

Employee Education/Training

Education/training provided to all employees including orientation of new employees.

Education provided to Senior Management, Department Heads, and Health & Safety Committee as required.

Record of Employee training including hard copy of training provided, dates completed and employee sign off or certificate.

2010

- OHA E-Learning Module AODA provided to all employees.

2013

- Mandatory education, November 2013 -
 - ACC 01, Statement of Commitment
 - Working Together, The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Rights and Responsibilities & Quizzes
 - ACC 03, Customer Service Standard
 - Customer Service Standard, Training Resource
 - Customer Service Standard, Choose the Right Words
 - ACC 04, Integrated Accessibility Standards Regulation

2014

- Mandatory education (same as 2013), January 2014 -
 - IASR Employment Standard Health & Safety Talk, January 2014
 - Patient Declaration of Values revised to include Accessibility paragraph, February 2014
 - Patient Declaration of Values reviewed by all staff in 2014 as part of Code of Conduct
 - AODA education included in orientation of new employees and those returning to work after extended leave of absence.
- 68% successful completion of all AODA education as of December 30, 2014
- Online Education completed by Certifier for IASR Information and Communication Standard

2015

- Mandatory education, January 2015 -
 - Accessible (ak-ses-uh-buh-l) Health Services and Care pamphlet
 - ACC 01, Statement of Commitment
 - ACC 04, Integrated Accessibility Standards Regulation - Information and Communication section
 - ACC 06, Alternative Document Format
- 82% successful completion of all AODA education as of December 7, 2015
- Statement "*Advise the employee of the availability of an individual accommodation plan should one be required (as per the provisions of AODA)*" included for discussion in the orientation of a new employee
- Initiated action for completion of outstanding education and paper copies of AODA education will be made available to those staff that do not have access to computer during regular work duties, or upon request
- Mandatory education, December 2015 -
 - Definition of *Disability*
 - Abbreviated ACC 01, Statement of Commitment

- History of the Ontario Human Rights Code (Reading)
- Integrated Accessibility Standards Regulation (regulations that apply to NDMH)
 - General Requirements of the Regulation (Reading & Knowledge Check)
 - Information and Communication Standard (Reading & Knowledge Checks)
 - Employment Standard (Reading & Knowledge Check)
- OHS 40, Emergency Evacuation Procedures for Persons with Disabilities

2016

- Understanding and Communicating with People with Disabilities

2017

- Accessibility education continues to be included in the orientation of new employees.
- In the autumn of 2017, the Hospital invested in a web based learning tool – Surge Learning. Accessibility education available was reviewed and the following accessibility education plan was agreed upon by the senior team –

SUPERVISOR Education

- Access Forward Training for Accessible Ontario Part 1, General Requirements
- Access Forward Training for Accessible Ontario Part 2, Information and Communication
- Access Forward Training for Accessible Ontario Part 3, Employment Standard
- The Ontario Human Rights Code and the AODA (5 modules)
- Accessible Standard for Customer Service (a module for all staff)
- How can I help? (Parts 1,2, 3, 4)
- Understanding and Communicating with People with Disabilities

WORKER Education

- The Ontario Human Rights Code and the AODA (5 modules)
- Accessible Standard for Customer Service (a module for all staff)
- How can I help? (Parts 1,2, 3, 4)
- Understanding and Communicating with People with Disabilities

Volunteer Training

Training shall be provided to all current and new volunteers.

2014

- The Volunteer Handbook, which was provided to all existing volunteers in 2014, and to all new volunteers on orientation, was revised to include a section on the Customer Service Standard.

2015

- Accessible (ak-ses-uh-buh-l) Health Services and Care pamphlet provided to current volunteers.
- Revision to the Volunteer Handbook to include our accommodation for the Information and Communication Standard of the IASR as it applies to NDMH

Communication

Ongoing communication via the Hospital's website and available in print throughout the facility will promote our readiness to accommodate, upon request.

Integrity, readability and location of posted public safety information as it relates to instructions on how to proceed in an emergency shall be inspected regularly.

Hospital Emergency Standardized Codes shall include assigning of porters for disabled clients, employees and visitors.

2013

Website (ndmh.ca)

- Under the "Patient Information" section, there is an Accessibility Tab which includes NDMH's compliance with the AODA as a public sector organization with greater than 49 employees.
- Annual Accessibility Progress Report of December 10, 2013
- Multi Year Accessibility Plan of December 10, 2013
- Confirmation from Sencia (web service provider) that NDMH website is Screen Reader Software compatible

Intranet - intranet.ndmh.ca

- ACC 01, Statement of Commitment
- Working Together, The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Rights and Responsibilities & Quizzes
- ACC 03, Customer Service Standard
- Customer Service Standard, Training Resource
- Customer Service Standard, Choose the Right Words

Printed Materials

- We Value Your Opinion posted to Lab, Diagnostic Imaging, ER
- Accessibility Poster posted to Lab, Diagnostic Imaging, ER

2014

TV Monitor

- Our Commitment to Our Clients

- At least annually, accessibility accommodation information on our TV monitor is changed to provide a brief, informative message

Signage

- Signage to navigate throughout the facility is currently only in English. The inclusion of French and Ojibwe languages would include other majority clients. A request for update in signage to the Senior Team.
- Senior Team in consultation with other small hospitals made the decision to renew signage in the English language only.

Printed Materials

- Accessible(ak-ses-uh-buh-l) Health Services and Care, and Patient Relations Process pamphlets available at the Lab, Diagnostic Imaging, Physio, Health Records, Telehealth, Acute, LTC, ER Departments and in the Acute Care Patient Information Handout
- At least annually, printed materials are changed in format and content to reflect our accessibility accommodations, and provide education

Website - ndmh.ca

- Under the "Patient Information" section, there is an Accessibility Tab which includes NDMH's compliance with the AODA as a public sector organization with greater than 49 employees.
- Annual Accessibility Progress Report of December 30, 2014
- Multi Year Accessibility Plan of December 30, 2014
- Contact information to Administration Office at NDMH
- Link to mcss.gov.on.ca website
- Request to Senior Team to update website deferred until new fiscal year, April 2015.
- Home page includes instructions on how to use the magnifier option to increase view size.

Intranet - intranet.ndmh.ca

- ACC 01, Statement of Commitment
- Working Together, The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Rights and Responsibilities & Quizzes
- ACC 03, Customer Service Standard
- Customer Service Standard, Training Resource
- Customer Service Standard, Choose the Right Words
- ACC 04, Integrated Accessibility Standard Regulation - Information and Communication/Employment ACC 05, Procurement Under the AODA
- ACC 06, Alternative Document Format
- PER 02, Recruitment and Selection
- PER 10, Training
- PER 11, Accommodation in Employment for Persons with Disabilities
- PER 12, Exit Interview
- OHS 40, Emergency Evacuation Procedures for Persons with Disabilities

- OHS 42, Returning to Work
- Our Commitment to Our Clients
- Our Commitment to Our Employees

2015

Signage

- Request was submitted to COO/Maintenance for a colored stripe to be painted in hallway to provide direction to ER Department "ie. follow the green stripe"

Printed Materials

- Draft changes to the LTC Resident Handbook were submitted for review, October 2015
- Code Red / Code Green emergency instruction signage has been posted throughout the facility
- Accessible(ak-ses-uh-buh-l) Health Services and Care pamphlet included in Acute Care Patient Information Booklet
- Revision to Diagnostic Imaging/Lab Out Patient Surveys "*Did you have any difficulty assessing our Diagnostic Imaging/Lab departments or services?*"

Website - ndmh.ca

- Under the "Careers" section, a statement has been included and reads, "*Under the Accessibility for Ontarians with Disabilities Act, Nipigon District Memorial Hospital is prepared to, upon your request, accommodate you to ensure your equal participation in the recruitment and selection process. Please contact the Administration office at (807) 887-3026 ext 223 or admin@ndmh.ca for more information.*"
- Under the "Patient Information" section, there is an Accessibility Tab which includes NDMH's compliance with the AODA as a public sector organization with greater than 49 employees.
- Accessible(ak-ses-uh-buh-l) Health Services and Care pamphlet
- Patient Relations Process pamphlet
- Request for Alternative Document Format
- A new tab has been included on our website "Comments & Feedback" in order to make this process easier for our clients.
- Annual Accessibility/Progress Report of December 7, 2015

Intranet – intranet.ndmh.ca

- Accessible(ak-ses-uh-buh-l) Health Services and Care pamphlet
- Patient Relations Process pamphlet
- OHS 40, Emergency Evacuation Procedures for Persons with Disabilities
- Annual Accessibility/Progress Report of December 7, 2015

2017

- A television has been made available at the entrance of the facility. This is being utilized as a means of communication for those that make use of the goods and services at NDMH. Information is regularly updated on the TV and includes room bookings, lab hours, routine precautions, etc.
- New pamphlet racks were installed at Acute, ER and LTC late in 2017. These pamphlet racks were installed at consistent height that is accessible to our wheelchair clients.

Employees

Confidential employee feedback is valuable in ensuring that we are meeting the needs of our employees that require accommodation. A means to provide suggestions along with employee surveys are meaningful tools.

2013

A Department Head survey completed in December 2013, identified the following –

- The need for a handicap accessible door to the Clinic and staff entrance. A manual door opener was installed one of the clinic's entrances, but not the staff entrance.
- A door bell was installed at the Health Records Department half door so that wheelchair clients are recognized.
- Signage throughout the facility needs updating.
- Soap dispensers and hand towel dispensers need to be height adjusted in public washrooms.

2014

- Signage throughout the facility requires updating with consideration given to color for identifying different areas of the facility.
- Signage to navigate throughout the facility is currently only in English. The inclusion of French and Ojibwee languages would include other majority clients.

2015

- Signage to navigate throughout the facility is currently only in English. The inclusion of French and Ojibwee languages would include other majority clients. Senior Management, in consultation with other small hospitals made the decision to renew signage in the English language only.
- Under the "Careers" section, of the ndmh website, a statement has been included and reads, *"Under the Accessibility for Ontarians with Disabilities Act, Nipigon District Memorial Hospital is prepared to, upon your request, accommodate you to ensure your equal participation in the recruitment and selection process. Please contact the Administration office at (807) 887-3026 ext 223 or admin@ndmh.ca for more information."*
- Statement *"Under the Accessibility for Ontarians with Disabilities Act, Nipigon District Memorial Hospital is prepared to, upon your request, accommodate you to ensure your equal participation in the recruitment and selection process. Please contact the Administration*

office at (807) 887-3026 ext 223 or admin@ndmh.ca for more information." has been included on the job posting template.

- Statement "*Advise the employee of the availability of an individual accommodation plan should one be required (as per the provisions of AODA)*" has been included for discussion in the orientation of a new employee

2017

- "*Nipigon District Memorial Hospital is an equal opportunity employer. Upon request, we are prepared to provide accessibility accommodation*" has been included on the job posting template.

PLANS

In 2016/17 we worked diligently to educate our employees on patient/resident family centred care making us more mindful of the needs of the people we serve.

In 2018, the final year of this multi year accessibility plan, NDMH is pleased to report that we have been able to achieve all requests for accommodation to date.

We continue to providing care that is respectful of, and responsive to, individual patient/resident preferences, needs and values, and are prepared to meet the requests of our disabled clients.


We have carried forward some of our previously identified plans and continue to work diligently to achieve these goals. They include -

- Website update for easier navigation
- Visual means of directing clients to Acute, LTC and ER (ie. a line of color painted on the wall to follow to each area)

It goes without saying that Nipigon Hospital will continue to meet the needs of its disabled clients and employees, recognizing that each opportunity will be unique.



Judy Jean, Certifier
December 15, 2017



Dr. Rhonda Crocker Ellacott, CEO
December 15, 2017