



Accessibility Plan

2023-27

Hawkesbury and District General Hospital

Table of Contents

1. Overview of Programs and Services	1
<i>Mission</i>	1
<i>Vision</i>	1
<i>Values</i>	1
2. Accessibility for Ontarians With Disabilities	1
3. Accessibility Committee.....	2
<i>Membership</i>	2
4. Accessibility Achievements	3
5. Barriers to Accessibility.....	3
6. Statement of Commitment	4
7. Policies	4
8. Work Plan.....	4
<i>Standard: General</i>	5
<i>Standard: Information and Communications</i>	5
<i>Standard: Employment</i>	6
<i>Standard: Customer Service</i>	6
<i>Standard: Built Environment</i>	7

Accessibility Plan 2023-27

1. Overview of Programs and Services

The Hawkesbury and District General Hospital (HGH) provides compassionate, safe and quality care to the residents of Prescott-Russell in Eastern Ontario and surrounding areas.

HGH is a bilingual, 100-bed community hospital providing a full range of programs and services from its main campus in Hawkesbury and two satellite centres in Clarence-Rockland and Casselman.

HGH relies on its 200 physicians, 800 employees and 80 volunteers to meet the growing needs of the community.

HGH is recognized for its culture of **compassion**, its spirit of **innovation** and its drive for **excellence** in patient care. In November 2018, HGH received Accreditation Canada's highest ranking: Accredited with Exemplary Standing.

HGH remains at the forefront of developments in healthcare and is very proud of its teaching affiliations with the Faculty of Medicine and the Faculty of Health Sciences of the University of Ottawa and La Cité community college.

Mission

To promote health and provide compassionate care for our communities through the cycle of life.

Vision

Dedicated people pursuing healthcare excellence through teamwork, innovation and leadership.

Values

Respect, Quality, Collaboration, Integrity, Compassion

2. Accessibility for Ontarians With Disabilities

HGH is committed to the principles of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and strives to ensure that people of all abilities have the opportunity to participate fully in everyday life. The purpose of the Act is to make Ontario accessible for people with disabilities by 2025 through the development of standards and enforcement mechanisms.

3. Accessibility Committee

The Accessibility Committee is responsible for the development, implementation and review of HGH's multi-year Accessibility Plan. The committee identifies and helps evaluate potential hazards or barriers to accessibility and supports hospital managers. It also raises concerns; shares knowledge and training, and makes recommendations to the Leadership Team.

The Accessibility Committee prepared its Plan by following these nine steps:

1. Consult with Accessibility Committee members (Terms of reference).
2. Affirm commitment to accessibility planning.
3. Review and report on successes and recent projects involving the identification, removal and prevention of barriers faced by people with disabilities within the organization.
4. Identify (by list or category) barriers that could be removed over the next few years.
5. Establish priorities and develop strategies to remove and prevent barriers.
6. Establish tracking and follow-up measures (with timelines) to monitor progress.
7. Draft the Accessibility Plan.
8. Obtain Leadership approval of the Accessibility Plan.
9. Publish and inform the public and employees of the Accessibility Plan.

Membership

The committee includes the following members:

- Director, Human Resources
- Director, Plant Operations and Environment
- Director, Quality and Risk Management
- Physiotherapist
- Director, Therapeutic Services
- Coordinator, Contracts
- Director, Information Technology
- Coordinator, Occupational Health and Attendance Management
- Coordinator, Community Relations
- Community Representative
- Executive Lead: Vice-President, Human Resources

4. Accessibility Achievements

Over the years, HGH has conducted the following actions in order to improve accessibility for all and to remove barriers:

- Meet the implementation requirements of the Integrated Accessibility Standards Regulation.
- Adopt accessibility policies for employees with disabilities and ensure that everyone knows about services offered to people with disabilities.
- Foster the creation of a barrier-free workplace as part of capital planning and construction of the new facilities.
- Offer information in different formats (e.g., large print, CD, etc.) and implement an information booth.
- Apply corrective measures to remove all barriers within the institution.
- Raise staff awareness about the promotion of a barrier-free hospital; issues faced by people with disabilities; services available to them, and ways to help.
- Address issues faced by people with disabilities in the planning of emergency measures in the event of a disaster.

5. Barriers to Accessibility

In order to prevent and remove barriers to accessibility, HGH relies on different tools to identify existing and potential barriers:

1. **Consultations with the Accessibility Committee members:** The members of the Accessibility Committee are encouraged to add items to the list of barriers as soon as they become aware of a problem.
2. **Information gathered through the Complaint Management procedure:** This process encourages patients, families and visitors to express their concerns regarding care and services. Relevant policy and procedures are in place.
3. **Information gathered through various organizational committees:** Concerns raised at the Patient and Family Advisory Council (PFAC); Falls and Wound Prevention Committee, and Joint Health and Safety Committee are brought to the Accessibility Committee.
4. **Information gathered through the Client Satisfaction Survey:** An external firm sends questionnaires to randomly selected clients. The Quality and Risk Management Department informs the Committee of accessibility-related comments.
5. **Occupational Health and Safety inspections:** The members of the Occupational Health and Safety Committee perform monthly rounds of hospital units to inspect facilities and ensure a safe workplace. The Accessibility Committee is notified if any risks or barriers are identified.
6. **Participation of a member of the community:** Addition of a patient and family advisor to the Accessibility Committee in 2022.

6. Statement of Commitment

HGH is committed to ensuring equal access and participation for people with disabilities, regardless of their abilities. We treat all people in a way that allows them to maintain their dignity and autonomy. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Through this Accessibility Plan, HGH is committed to:

- Continually improving access to facilities; policies; programs; practices and services for people with disabilities; patients and their families; staff; healthcare practitioners; volunteers, and community members.
- Encouraging the participation of people with disabilities in the development and review of its Accessibility Plan.
- Ensuring that HGH by-laws and policies are compliant with the principles of accessibility.
- Ensuring the delivery of quality services to all people with disabilities; patients; their families, and community members

7. Policies

HGH has combined all of the requirements of the AODA Accessible Customer Service Standards with the requirements of the AODA Integrated Accessibility Standards in the creation of its Accessibility Policy (Policy # ADM-12-101).

HGH will continue to establish policies, practices and procedures on providing services to people with disabilities. Where possible, these will be consistent with the core principles of autonomy, dignity, integration and equality of opportunity

8. Work Plan

The work plan presented below was developed through a planning process that aims to spread the responsibility for compliance with the Integrated Accessibility Standards across the entire organization and to ensure the coordination and monitoring of the implementation process.

The work plan is based on the five applicable accessibility standards:

- General
- Information and Communications
- Employment
- Customer Service
- Built Environment

Standard: General

Action	Responsibility	Status/Completion Date
Establish and review accessibility policies that show a commitment to becoming accessible.	Accessibility Committee	Policy reviewed in October 2022 Review every two years
Develop a multi-year accessibility plan describing the measures that the hospital intends to undertake to prevent and remove barriers to accessibility.	Accessibility Committee	Multi-year plan created in October 2022 Review every two years

Standard: Information and Communications

Action	Responsibility	Status/Completion Date
Ensure that internal communication templates are accessible (i.e. memos, posters, etc.).	Communications and all staff	In progress To be completed by March 2023
Ensure that policies and procedures templates are accessible and establish a review plan for documents.	Communications and Quality	In progress To be completed by March 2023
Provide online training on the creation of accessible documents.	Human Resources	Microsoft Word and Adobe training by March 2023
Select existing documents to be converted to large print and establish a review plan.	Communications	In progress To be completed by March 2023 (related to the communications strategy)
Increase the participation of persons with disabilities when creating programs or promotional opportunities.	Communications Committee	In progress
Make intranet and its content compliant with the Web Content Accessibility Guidelines (WCAG) 2.0.	Communications and IT	To be completed by June 2023 (related to Mimi overhaul project)
Ensure that the external website remains compliant with the Web Content Accessibility Guidelines (WCAG) 2.0.	Communications	Ongoing

Standard: Employment

Action	Responsibility	Status/Completion Date
Develop partnerships with community organizations supporting persons with disabilities seeking employment.	Human Resources	To be developed in 2023
Increase managers' knowledge regarding the hiring of persons with disabilities.	Human Resources	Training to be provided to managers in 2023
Encourage staff with disabilities to request accommodation when needed.	Occupational Health and Safety	Accommodation and Return to Work Programs in place Program reviewed in 2022
Ensure the availability of accommodation measures within the recruitment, selection and hiring process.	Human Resources	Job postings and career site updated in 2018

Standard: Customer Service

Action	Responsibility	Status/Completion Date
Provide Customer Service training to staff and volunteers.	Human Resources	Customer service training delivered in 2019 Ongoing training offered to new employees working in client reception
Provide general training on AODA.	Human Resources	AODA training provided to all employees as part of the general orientation
Establish a continuous training program.	Accessibility Committee	By March 2023

Standard: Built Environment

Action	Responsibility	Status/Completion Date
Assess accessibility features/design of all campuses.	Plant Operations	Accessibility standards were considered and respected as part of the redevelopment project
Ensure that accessibility is a key consideration when planning/designing and renovating existing facilities.	Plant Operations	Accessibility standards were considered and respected as part of the redevelopment project
Ensure that accessibility is taken into consideration when reviewing and developing signage.	Communications	In progress (related to the communications strategy)
Ensure that sidewalks (or lack thereof) and parking spaces are accessible.	Plant Operations	Accessibility standards were considered and respected as part of the redevelopment project