



2022 Annual Report on Accessibility

Hawkesbury and District General Hospital

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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. 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 its 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

5. 2022 Accessibility Achievements

Over the past year, HGH has conducted the following actions in order to improve accessibility for all and to remove barriers. Please note that due to the pandemic and its related challenges, some activities were postponed or suspended.

Standard: General Provisions

Article	2022 Achievements
Accessibility policies	<ul style="list-style-type: none">• Policy review
Multi-year accessibility plan	<ul style="list-style-type: none">• Drafting and submission of the 2023-27 multi-year plan• Identification of targets for 2023 to guide the committee's activities
Obtaining and acquiring goods, services or facilities	<ul style="list-style-type: none">• Maintaining existing procurement practices that ensure accessibility compliance
Self-service kiosk	<ul style="list-style-type: none">• Assessment of the various options available on the market regarding accessible self-service kiosks for people with disabilities• Selection of an accessible self-service kiosk

Training on accessibility standards	<ul style="list-style-type: none"> • Online training offered for all new employees during general orientation • Specific training offered for certain sectors as needed • Customer service training provided to all clerks and employees in reception positions
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Standard: Information and Communications

Article	2022 Achievements
Accessibility feedback process	<ul style="list-style-type: none"> • Implemented a process to gather feedback regarding accessibility through the Quality Department (patient survey) and the Joint Health and Safety Committee • Maintained the complaint management process through the Quality and Risk Management Department
Accessible formats and communication aids	<ul style="list-style-type: none"> • Review of patient information brochures formatting to ensure compliance
Emergency measures	
Accessible web sites and content	<ul style="list-style-type: none"> • Maintained partnership with Site Improve to ensure the accessibility of the website and its content • All documents on the website are available in adapted format, upon request

Standard: Employment

Article	2022 Achievements
Recruitment: assessment or selection process	<ul style="list-style-type: none"> • Adaptation measures are available and offered to candidates as part of the selection process
Notice to successful applicants	<ul style="list-style-type: none"> • Adaptation measures are available and offered to successful candidates
Information on support measures	<ul style="list-style-type: none"> • Information is provided to new employees as part of the general orientation
Accessible formats and communication aids for employees	<ul style="list-style-type: none"> • All documents for employees are provided in an adapted format upon request

Individually and documented adaptation plans	<ul style="list-style-type: none"> • Review of the adaptation policy • Continued partnership with a third party to develop personal adaptation plans
Return to work process	<ul style="list-style-type: none"> • Maintained existing processes related to return to work
Performance management	<ul style="list-style-type: none"> • Maintained rounding with employees in which the manager asks the following question: Do you have the tools or training needed to do your job properly?

Standard: Customer Service

Article	2022 Achievements
All	<ul style="list-style-type: none"> • Responded to requests for alternative and adapted formats • Customer service training • Implemented a process to gather feedback regarding accessibility through the Quality Department (patient survey) and the Joint Health and Safety Committee • Maintained the complaint management process through the Quality and Risk Management Department

Standard: Built Environment

Article	2022 Achievements
Design of public spaces	<ul style="list-style-type: none"> • Monitoring of standards for all construction and/or renovation projects • Reviewed signage

6. Targets for 2023

Following the development of the 2023-27 Multi-Year Plan, the following actions will be prioritized in 2023.

Standard: General Provisions

Actions	Responsibility
Monitoring progress on the multi-year plan	Accessibility Committee
Preparation of the 2023 Annual Accessibility Report	Accessibility Committee

Standard: Information and Communications

Action	Responsibility
Establish a review cycle for internal communication templates	Communications
Provide online training on creating accessible documents	Human Resources
Increase the participation of people with disabilities when creating programs or promotional opportunities	Communications Committee
Make the intranet and its content accessible according to WCAG 2.0 standards	Communications and IT

Standard: Employment

Action	Responsibility
Develop partnerships with community organizations that support people with disabilities in their job search	Human Resources
Review the adaptation policy	Occupational Health and Safety
Develop a self-identification form to determine staff members who would need an adaptation plan during emergency situations	Occupational Health and Safety and Emergency Measures Committee

Standard: Customer Service

Action	Responsibility
Provide customer service training for volunteers	Human Resources
Establish a continuing education plan	Accessibility Committee

Standard: Built Environment

Action	Responsibility
Monitoring of standards for all construction/renovation projects	Plant Operations
Review of signage	Communications
Accessibility of bathrooms in C2.East	Plant Operations

Like any other document, the report is available in an accessible format or with a communication aid upon request.