

# **ACCESSIBILITY PLAN**

**2004-2005**

**ONTARIANS WITH DISABILITIES ACT, 2001  
(ODA)**

September 2004

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## *Executive Summary*

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, the ODA requires each hospital to prepare an annual accessibility plan; to consult with persons with disabilities in the preparation of this plan; and to make the plan public.

This is the second annual plan (2004-2005) prepared by the Accessibility Working Group of the Hôpital Général de Hawkesbury & District General Hospital Inc. (HGH). The plan describes: (1) the measures that the HGH has taken in the past, and (2) the measures that the HGH will take during the year 2004-2005 to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of the HGH, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

This year, the HGH committed itself to the continuous improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

The Accessibility Working Group identified 13 barriers to persons with disabilities that will be addressed in 2004-2005.

A summary of the barriers that were corrected during the period of 2003-2004 is provided. Major improvements have been accomplished and we plan to continue this process on an annual basis.

## 1. Aim

The aim of this report is to highlight last year's achievements and to identify the measures that will be taken this year to remove and prevent barriers for all Ontarians accessing the hospital facilities and services.

## 2. Objectives of the Overall Accessibility Planning Process

- Write and implement policies and procedures to support the Board directives.
- Establish a process where we will tour the complete hospital inside and outside to identify the barriers.
- Make recommendations on prioritizing the removal of barriers according to their urgency, financial impact and feasibility.
- Establish timelines.
- Educate the hospital personnel and the surrounding community.
- Communicate the information.

## 3. Description of the Accessible Hospital Corporation

The HGH is a 69-bed hospital comprised of 51 acute care beds and 18 complex continuing care beds, located in the Town of Hawkesbury, about 90 km east of Ottawa. The hospital is providing both primary and secondary services to a population drawn from the Prescott, Russell and Glengarry Counties. HGH is also serving residents of the Province of Quebec.

The hospital is committed to provide leadership and participate with other service providers in developing a seamless continuum of care. HGH is a member of the East Ottawa Valley Network 7b and an active member of the Health Alliance for the Eastern Counties (HAEC).

HGH is serving the community through the following acute and continuing care services:

- 24-hour emergency services, 365 days a year;
- A wide range of inpatient medical and surgical care;
- Birthing services for low risk pregnancies and neonates;
- Complex continuing care inpatient services;
- Selected specialized clinics such as: orthopaedics, internal medicine, cardiology, obstetrics, diabetics and a variety of other ambulatory care clinics;
- Imaging, laboratory and other diagnostic services;
- Chemotherapy services;
- Satellite Dialysis unit;
- OBSP program;
- Outpatient mental health clinic;
- Palliative and Pastoral care programs
- Telemedicine

The HGH is committed to providing the best possible care for the community it serves within the resources available. Our current Mission Statement is *“Lives saved, lives improved, lives prolonged and lives lost, without loss of dignity”*.

## **4. The Accessibility Working Group**

### **Establishment of the Accessibility Working Group**

Mr. André O. Rodier (Chief Executive Officer), in consultation with the Board of Directors, formally constituted the Accessibility Working Group in July 2003 to apply the policy on Annual Accessibility Planning.

### **Policy**

The HGH is committed to the continuous improvement of access to our facility, by persons with disabilities through policies, programs, practices and services aimed at patients and their family members, staff, health care practitioners, volunteers and members of the community.

### **Coordinator**

The CEO has appointed Mr. Pierre Larocque as the Coordinator of the Accessibility Working Group.

Mr. Larocque has served as Sector Head of Environmental Services for the past 20 years. He has extensive knowledge of the hospital physical building and is responsible for the planning of projects with the Leadership Team.

### **Members of the Accessibility Working Group**

Pierre Larocque	Sector Head – Environment Services	613-632-1111, ext. 380
Claire Diamond	Public Relations	613-632-1111, ext. 379
Mariëlle Heuvelmans	V.P. – Patient Care Services	613-632-1111, ext. 373
Johanne Ménard	Community member with a disability	613-632-6762
Luc Tétréault	Sector Head – Diagnostic & Rehabilitation	613-632-1111, ext. 358
Raymond Lemieux	V.P. - Human Resources	613-632-1111, ext. 328

## **5. Hospital Commitment to Accessibility Planning**

The HGH is committed to the continual improvement of access to our facility, by persons with disabilities through policies, programs, practices and services aimed at patients and their family members, staff, health care practitioners, volunteers, and members of the community.

To achieve these ends, the HGH has established a yearly audit program, complete with a review of policies, audit of the premises, recommendations and implementation plan.

In its program, the HGH, at a minimum, has endeavored to address the following:

1. A contact person has been appointed to handle inquiries related to accessibility.
2. The hospital has established policies on accommodating employees with disabilities and ensuring the communication on what services are available for people with disabilities.
3. Through its capital planning, promote a barrier-free hospital.

4. Provide means of information in alternative multiple formats (i.e. large print, voice recording, etc.).
5. Provide the appropriate international signage.
6. Apply corrective measures for removal of all obstacles to make the institution barrier-free.
7. Educate staff in the promotion of a barrier-free hospital, understanding disabled issues, knowledge of the services available for the disabled and how to assist the disabled.
8. In its disaster planning, address issues of the disabled.

## 6. Barriers addressed in 2003-2004

The Accessibility Working Group addressed 15 barriers during the year 2003-2004.

Barrier	Objective	Means to Remove/Prevent	Performance Criteria	Resources	Timing	Responsibility
Height of counter in north wing	To make one section of the counter between 70 and 90 cm from the floor	Consult to find which section is better to modify and ask original supplier to modify	Disabled person sitting in a wheelchair will be able to speak to a nurse and be visible	<b>DONE</b>	Jan. 2004	Sector Head – Environment Sector Head – North
Doors to patients' washrooms in north wing too narrow	To facilitate entrance to the washroom by wheelchair	Put 36-inch doors and door frames, this over a period of 3 years, to permit easier access	To facilitate entrance by wheelchair to the washrooms	<b>DONE</b>	Three rooms by March 31, 2004	Sector Head – Environment
Doors with glass windows become a hazard	Doors with glass windows more visible	Marking will be put in doors	Upon approaching a glass window door, it will become visible	<b>DONE</b>	Dec. 2003	Sector Head – Environment
Distributor too high	To give access to hand disinfection distributors	In key locations, hand distributors will be put at a height of 1150 cm	People will be able to disinfect their hands especially if they are in a wheelchair	<b>DONE</b>	Oct. 2003	Sector Head – Environment
Communication Accessibility Report not available	To give access to all of the Accessibility Report through the hospital website	Put the report on our website	All will have access	<b>DONE</b>	Oct. 2003	Person responsible for communications
Disabled parking spaces not properly identified	To install the proper signage	The proper signage will be installed	Disabled signs will be seen by all	<b>DONE</b>	Oct. 2003	Sector Head – Environment
No ramp on sidewalk leading to the Trillium Center	To make a ramp to permit easier access to sidewalk	To build the proper ramp	Ease of access to sidewalk	<b>DONE</b>	Nov. 2003	Sector Head - Environment
Uneven sidewalks to employee entrance	Make sidewalk even	Remove sidewalk and rebuild	Ease of access	<b>DONE</b>	Nov. 2003	Sector Head – Environment
No indication of main entrance	Make the location of the main entrance visible	Installation of universal signs indicating the main entrance	Path to main entrance more visible	<b>DONE</b>	Nov. 2003	Sector Head – Environment
Improper signage of washroom doors (all public washrooms)	Use universal signs to communicate properly	Install the proper universal signs	Ease of identification	<b>DONE</b>	Oct. 2003	Sector Head - Environment

<b>Barrier</b>	<b>Objective</b>	<b>Means to Remove/Prevent</b>	<b>Performance Criteria</b>	<b>Resources</b>	<b>Timing</b>	<b>Responsibility</b>
Difficulty of mobility – observation washroom	To facilitate access to toilet	Install grab bar	Patients will have more flexibility to sit on the toilet	<b>DONE</b>	Nov. 2003	Sector Head – Environment
No access to washroom accessories – physiotherapy washroom	To give access to mirror, dispensers	Mirror will be purchased, accessories lowered	Patient will be able to use accessories	<b>DONE</b>	Nov. 2003	Sector Head – Environment
Impossible to view salad bar	To provide a view so as to make a selection	A mirror will be purchased to permit viewing	A mirror to permit viewing	<b>DONE</b>	Oct. 2003	Sector Head – Environment
No access to salad bar	To provide a means to get the food of your choice	Policy and training provided to the cafeteria staff	Upon request, the staff will assist a disabled person in selecting food	<b>DONE</b>	Oct. 2003	Sector Head – Food Services
Washroom at the Royal-Comtois Center is not adapted for the handicapped	To facilitate access for the handicapped	Renovation of the washroom	Washroom handicapped friendly	<b>DONE</b>	June 2004	Sector Head - Environment

Estimated known costs at the time the report was prepared are: > Operating costs: \$2,100  
 > Capital costs: \$15,000

## 7. Barrier-Identification Methodologies

Methodology	Description	Status
Letter to personnel	A form letter was sent to the personnel asking them to identify the service/location, type of barrier, description of the barrier and suggestion to correct. We received comments on 22 possible barriers.	Letter was sent on July 11, 2003, and responses received within 2 weeks.
Brainstorming session	The hospital Coordination Committee which is composed of 16 members whose responsibility is the coordination of the hospital operation.	Brainstorming session was held on August 13, 2003. We received comments on 24 possible barriers.
Consultant	An agreement was made with Le Groupe Phenix which is an agency that offers social integration service to the community. This agency's Coordinator, Ms. Judith Parisien, accompanied by Ms. Johanne Ménard, a person with a disability, and Mr. Pierre Larocque, the Accessibility Working Group Coordinator, toured the site.	The evaluation was done on August 7, 2003, and a report was submitted to Mr. Pierre Larocque on August 19, 2003.
Committee	Committee members meet to monitor and update the Plan.	The Committee met on August 24 <sup>th</sup> , 2004, to finalize the 2004-2005 Plan.

## 8. Barriers that will be addressed in 2004-2005

The Accessibility Working Group will address 13 barriers during the year 2004-2005.

Barrier	Objective	Means to Remove/Prevent	Performance Criteria	Resources	Timing	Responsibility
Counter too high in Boutique	Bring part of the counter to a proper height	Have counter modified or changed completely	People in wheelchairs will be able to speak to staff at eye level		Feb. 2005	Sector Head – Environment  Volunteer Service
No access to top portion of the magazine rack in Boutique	To make all magazines available for viewing	Have magazine rack modified or install a new one	To make all magazines available for viewing		Oct. 2004	Sector Head – Environment  Volunteer Service
Signage placed in such manner that it becomes hard to read	Correct all signage issues	A consultant will be hired to evaluate all signage issues	People in wheelchairs, visually impaired, who have difficulty reading, will have a greater facility to read		Feb. 2005	Accessibility Working Group
Public washroom not adequate to accommodate the disabled – west wing	To have at least one public washroom that will meet the standards	Renovations will be made to bring to standards	Disabled people will have access to a conforming washroom and its location will be identified with signs		Dec. 2004	Sector Head – Environment
Washroom not adequate to accommodate the disabled – ICU wing	Washroom that will meet the standards	Renovations will be made to bring to standards	Disabled people will have access to a conforming washroom and its location will be identified with signs		Nov. 2004	Sector Head – Environment
Nursing station counter too high – east wing	Bring part of the counter to a proper level	Renovate or change the nurse station counter	Patients in wheelchairs will be able to speak to nursing staff at eye level		Feb. 2005	Sector Head – Environment  Sector Head – Inpatient units
Washroom not adequate to accommodate the disabled – east wing	Washroom that will meet the standards	Renovations will be made to bring to standards	Disabled people will have access to a conforming washroom and its location will be identified with signs		Jan. 2005	Sector Head – Environment  Sector Head – Inpatient units
Hearing impaired will not hear the fire alarm	Correct a safety issue	Upgrade the fire alarm system	A hearing impaired person will have a better chance to hear the alarm when activated		Sept. 2004	Sector Head – Environment



## **9. Review and Monitoring Process**

The Accessibility Working Group will meet every 6 months to review progress. Members of the Working Group are committed to making presentations to the Coordination Committee and to the personnel of the hospital about their role and all the modifications brought about to remove the barriers and make the hospital a more accessible location.

## **10. Communication of the Plan**

Once approved by the Board, the hospital's 2004-2005 Accessibility Plan will be posted on the HGH website. Copies can be obtained from the Public Relations Office by calling 613-632-1111, ext. 379. A hard copy will be available from the hospital and will be included within the hospital's orientation package for new staff.

Upon request, the plan can be made available in alternative formats, such as on CD with voice recording, in electronic text or in large print.

## **11. Where Can I Get More Information on the ODA?**

Additional information, including Backgrounders and *Frequently Asked Questions*, is available from:

The Accessibility Directorate of Ontario  
Ministry of Citizenship  
3<sup>rd</sup> Floor  
400 University Ave.  
Toronto, ON M7A 2R9  
Tel: (voice) 416-314-7541; Toll-free: 1-888-520-5828  
TTY/TDD 416-326-0148; Toll-free: 1-888-335-6611  
Fax: 416-314-7307  
E-mail: ODA@mczcr.gov.on.ca  
or the Accessibility Directorate of Ontario web portal at :  
<http://www.gov.on.ca/citizenship/accessibility/index.html>

### ***The Ontarians with Disabilities Act, 2001***

[www.gov.on.ca/citizenship/accessibility/english/act2001.htm](http://www.gov.on.ca/citizenship/accessibility/english/act2001.htm)

### **Accessibility Ontario – Guide to Annual Accessibility Planning**

[www.gov.on.ca/citizenship/accessibility/english/accessibleplanningguide.htm](http://www.gov.on.ca/citizenship/accessibility/english/accessibleplanningguide.htm)

### **Government of Ontario –Paths to Equal Opportunity**

### **A-Z index – Health Care Environments**

[www.equalopportunity.on.ca/eng\\_g/subject/index.asp?action=search\\_4&dir\\_id=1129](http://www.equalopportunity.on.ca/eng_g/subject/index.asp?action=search_4&dir_id=1129)

**Ontario Human Rights Commission**  
**Policy and Guidelines on Disability and the Duty to Accommodate**  
[www.ohrc.on.ca/english/publications/disability-policy.shtml](http://www.ohrc.on.ca/english/publications/disability-policy.shtml)

**Enable *link* (Canadian Abilities Foundation) Directory of Canadian Disability Links**  
[www.enablelink.org/resources/links\\_to.html](http://www.enablelink.org/resources/links_to.html)

**Canadian National Institute for the Blind (CNIB)**  
[www.cnib.ca](http://www.cnib.ca)

**Canadian Hearing Society**  
[www.chs.ca](http://www.chs.ca)

**Canadian Mental Health Association – Ontario**  
[www.ontario.cmha.ca](http://www.ontario.cmha.ca)

**Learning Disabilities Association of Ontario**  
[www.ldao.on.ca](http://www.ldao.on.ca)

**Canadian Paraplegic Association – Ontario**  
[www.canparaplegic.org/on](http://www.canparaplegic.org/on)

**Ontario March of Dimes**  
[www.dimes.on.ca](http://www.dimes.on.ca)  
[www.accessibilitydirectory.ca](http://www.accessibilitydirectory.ca)

**The Easter Seal Society – Ontario**  
[www.easterseals.org](http://www.easterseals.org)

**Adaptive Technology Resource Centre**  
[www.utoronto.ca/atrc](http://www.utoronto.ca/atrc)

**Le Phénix**  
[www.lephenix.on.ca](http://www.lephenix.on.ca)  
[www.handicaps.ca](http://www.handicaps.ca)