

# 2011/12 ACCESSIBILITY PLAN

## **Purpose**

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 in the Province of Ontario. To this end, the ODA mandates that each hospital prepare an annual accessibility plan.

Alexandra Marine and General Hospital is committed to the continual improvement of access to the hospital's premises, facilities, and services; participation of people with disabilities in the development and review of its annual accessibility plans; and provision of quality services to patients, visitors, staff, and all members of the community with disabilities.

The ODA committee was renamed in the fall of 2009 to Accessibility Advisory Committee of Alexandra Marine and General Hospital.

The report describes the measures taken in the past year (2010), and the measures proposed during the next year 2011, to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the hospital, including patients, visitors, staff, and members of the community.

## **Aim**

This report describes (1) the measures that Alexandra Marine and General Hospital has taken in the past year, and (2) the measures that Alexandra Marine and General Hospital will take during the next year, to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of Alexandra Marine and General Hospital, including patients, visitors, and staff, and other members of the community. This report also identifies long range plans for barrier removal that will need to be addressed when functional and master plans are completed in preparation for any future redevelopment and or renovation.

## **Objectives**

With respect to identifying, removing, and preventing barriers for people with disabilities, this report:

1. Describes the process
2. Reviews efforts to date
3. Lists the facilities policies, programs, practices and services to be reviewed in the current year
4. Describes the measures to be taken in the current year
5. Describes how this plan will be made available to the public

## **Description of the Organization**

Alexandra Marine and General Hospital is a community hospital situated in the town of Goderich. The hospital also owns and operates a community psychiatric center in the town of Goderich, and operates other psychiatric centers in the town of Clinton, Exeter, Wingham and Seaforth. The hospital employs approximately 250 employees.

## **Accessibility Advisory Committee**

The Alexandra Marine and General Hospital Accessibility Advisory Committee was established upon direction outlined in Bill 125: Ontarians with Disabilities Act, 2001. The Board of Directors endorsed the Accessibility Advisory Committee on April 23 2003 with Meribeth Vlemmix, Director of Support Services, acting as hospital coordinator.

The members of the Committee are as follows:

<u>Team Member</u>	<u>Position / Community</u>	<u>Contact Info</u>
Meribeth Vlemmix	Support Service Leader	524-8689 ext 5290
Richard Gethke	Maintenance Mechanic	524-8689 ext 5260
Lynda Splan	Health Records	524-8689 ext 5404
Mary Mole	nursing	524-8689 ext 5231
Wendy MacKenzie	Communications	524-8689 ext 5277
Diane Morris	Physiotherapy	524-8689 ext 5239

## **Commitment**

Alexandra Marine and General Hospital is committed to:

- The continual improvement of access to hospital premises, facilities, and services for patients, visitors, staff, and members of the community with disabilities
- The participation of people with disabilities in the development and review of its annual accessibility plans
- The provision of quality services to all patients, visitors, staff, and members of the community with disabilities.

The Board of Directors authorized the Accessibility Advisory Committee to prepare an accessibility plan that will enable Alexandra Marine and General Hospital to meet these requirements.

## **Recent Barrier-Removal Initiatives**

Initiatives completed 2010:

- March 26 2010 Submission of the Customer Service compliance Report – indicating compliance/completion to the customer service standards development and staff training
- Barrier free parking constructed at the Goderich Community Psychiatric Facility – July 2010

## **Barrier Identification Methodologies**

- Staff input
- Comments from Patient Satisfaction Survey

## **List of Barriers to Consider**

Physical	Hearing	Speech	Vision
Deaf-Blind	Smell	Taste	Touch
Intellectual	Mental Health	Learning	Other

## **Barriers Identified**

In its review, the Accessibility Advisory Committee has identified many barriers, the majority being physical and architectural. Although some communication and technological barriers do exist, as the standards for Accessibility for Ontarians with Disabilities come into legislation, these will be addressed under the Information and Communications Standards.

<b><u>TYPE OF BARRIER</u></b>	<b><u>DESCRIPTION OF BARRIER</u></b>	<b><u>STRATEGY FOR ITS REMOVAL/PREVENTION</u></b>
Physical	Facility has many physical barriers that have been identified over the years. Ongoing monitoring will flag any barrier which requires corrective action based on a need related to life and safety	Ongoing monitoring and barrier removal if danger to life and safety
Architectural	Facility has been in the process of redevelopment and renovation for some time,	Forward concerns and barriers around the architectural issues to board for consideration when developing a functional and master plan
Communication	Need for staff awareness and knowledge on disabilities	Develop an approach for education and sensitization of staff about disabilities
Policies and Procedures	All hospital policies are being reviewed	Ensure that all process /policy review prevent and or remove barriers

## Barriers that will be addressed in 2011/12

BARRIER	OBJECTIVE	MEANS TO REMOVE/PREVENT	PERFORMANCE CRITERIA	RESOURCES	TIMING	RESPONSIBILITY
Lack of public washrooms that are barrier free	To create a public washroom in the west end of the building that is barrier free	Renovate the existing public washrooms into 1 barrier free washroom	The public/ and staff will have access to a barrier free washroom in this wing of the building	Continue to capital projects for 2012/13- requires approval from Board of Directors Approx cost \$50,000	Unknown	Meribeth Vlemmix <i>Update- not approved for capital budget for 2010/11 or 2011/12- will remain on capital request list</i>
Lack of Barrier Free parking the west end of the building	To create at least 1 Barrier Free space closer to the front entrance	Include in the proposed capital project for the redevelopment of the front entrance parking lot	Patients will have Barrier free parking close to the entrance	Continue to request for capital project as part of front parking lot re development. Subject to Board of Directors—cost unknown	unknown	Meribeth Vlemmix <i>Update- not approved for capital budget for 2010/11 or 2011/12- will remain on capital request list</i>
Lack of awareness and sensitivity of staff towards clients with mental illness/ dementia	Provide our care gives the information they need when they encounter clients with these illnesses	Provide an education session- lunch and learn and perhaps info and education on line in the hospital intranet for staff	Staff will be better informed and equipped to handle these clients and provide the care that is needed	Administration	December 2011	
Patient rooms are congested and create numerous barriers to pts and staff trying to assist them	Identify barriers and develop a plan to improve the accessibility of the inpatient rooms	Multi disciplinary team to complete and audit of inpatient rooms and identify barriers than can be removed without renovation and or provide recommendations on process change to remove some barriers	Patients will be able to move more freely in the rooms, staff can provide safer assistance to pts that use walkers or wheelchairs	None needed	Complete audit by Feb 2012	Accessibility Advisory Committee plus ADHOC members
Washroom is not barrier free in room 152	Create a barrier free washroom	Renovate the bathroom to meet barrier free standards	Pt that require wheelchairs will have access to a barrier free washroom	operating expenses for maintenance – part of palliative care project	December 2011	Meribeth Vlemmix

## Communication of the Plan

Copies of this plan will be posted in the main lobby of the hospital and posted on our hospital website. [www.amgh.ca](http://www.amgh.ca)