

Multi Year Accessibility Plan

September 2020 – March 2023

For

**The Alexandra Marine and General Hospital
Goderich**



This publication is available on www.amgh.ca and in alternate formats upon request

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Alexandra Marine and General Hospital - Multi Year Accessibility Plan

1. Background and Summary

The purpose of the Accessibility for Ontarians with Disability Act 2005 (AODA), is to improve opportunities for people with disabilities and provide for their involvement in the identification, removal and prevention of barriers in the Province of Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the subsequent Integrated Accessibility Standard Regulations (O. Reg 197/11) builds on and enhances ODA by further defining standards and detailing measures of enforcement in order to build a fully accessible Ontario by 2025.

AMGH is committed to:

- the continual improvement of access to the hospitals' premises, facilities, and services;
- participation of people with disabilities in the development and review of its Accessibility Plan
- The provision of quality services to patients, visitors, staff, and all members of the community with disabilities
- supporting a culture that promotes a positive and safe environment for the workplace that reflects our Values and provides our services in a manner that respects the dignity and independence to all customers.

To fulfill the purpose of both the ODA 2001, AODA 2005, and Regulation 197/11 AMGH will create, maintain and communicate a multi-year Accessibility Plan. The plan builds on previous years' plans and includes measure that AMGH will take in the upcoming years to identify, remove and prevent barriers to people with disabilities who live, work in, or use the facilities and services of AMGH. The plan will be reviewed annually and updated as barriers are identified and/or eliminated.

The report describes the measures taken in the past, and the measures proposed during the next three fiscal years (2020 - 2023), in order to identify, remove, and prevent barriers to people with disabilities that use the facilities and services of the hospitals, including patients, visitors, staff, and members of the community.

2. Description of Alexandra Marine and General Hospital

The Alexandra Marine and General Hospital is a community hospital situated in the town of Goderich. The hospital also owns and operates a service center for community mental health in the town of Goderich, and leases and operates four other mental health centers in the towns of Clinton, Exeter, Wingham and Seaforth. The organization employs approximately 250 employees, and is the second largest employer in Goderich.

Vision: Further develop and strengthen health care system partnerships to meet the evolving need of our community

Mission: Providing high quality, patient centered care to our community, delivered by a dedicated team
“You can Count on Me”

Values: Integration
Community
Accountability
Respect
Excellence

Strategic Priorities: People, Quality, Partnerships, Sustainability

3. Objectives of the Plan

The Plan is intended to continue to improve and provide an accessible and inclusive environment for all who come to work or use the organization’s facilities, and services. People with disabilities are consulted when developing, reviewing and updating this plan.

The Plan is posted on the AMGH website and will be provided in an accessible format upon request.

This plan includes:

- The methodologies used to identify barriers
- The list of accessibility achievements in the last 3 years
- The measures to be taken during the next 3 years to meet the mandatory requirements of IASR, AODA, and removal of identified barriers (Multi Year Accessibility Action Plan)
- The measures taken to ensure ongoing compliance with the Customer Service Standard (AODA) (Multi Year Accessibility Action Plan)
- How the plan will be communicated internally and to the public

4. Accessibility Advisory Committee

The Alexandra Marine and General Hospital Accessibility Advisory Committee (AMGH AAC) 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, Manager of Support Services, designated as Hospital Coordinator.

The committee has multi-disciplinary representation from the following areas: Support Services, Human Resources, Physiotherapy, Switchboard, Ambulatory Services, and Community Mental Health.

5. Accessibility Achievements 2017- 2020

- Improvements to WCPS – addition of ramp for wheelchairs and expansion entrance door to provide access to wheel chair
- Addition of numerous standup sit down workstations throughout the hospital for staff with physical restrictions
- Provision of IPADs for patients
- Provision of large nurse call bells- with soft touch and roller ball for patients that have difficulty squeezing a button to call for help
- TV's in public spaces Smart T. V.'s- provide – with Vision impairment features, audio features for hearing impairment, closed caption feature
- Addition of IPAD at barrier free table in family space
- Lap tops are used in ER to assist with teaching, to assist with visual issues and used to keep some patient calm if suffering from anxiety
- Medical Imaging has added breathing instructions in different languages
- Medical Imaging has enhanced signage and way finding in department
- Medical Imaging – improve layout and process to make flow more patient friendly – less back and forth and there are chairs available at registration desk at wheelchair height
- Use of two way radios to communicate with patients in the PFT booth
- Toilets being replaced with “right height” in all inpatient areas

6. Multi Year Accessibility Plan - Barriers to remove

| Item | Action Plan | Responsibility | Target date |
|---|--|--------------------------------|---|
| Website and Web content to be accessible | Ensure that the website conforms to Web Content Accessibility Guidelines (WCAG) 2.0 at level A | Jimmy Trieu | January 2021 |
| Provide a means for patient with poor vision to easily read printed documents | Purchase magnifier for each inpatient unit | Donna Phillips Grande | October 2020 |
| Bariatric equipment need- wheel chair- for front entrance Walker and commodes for inpatient units Bariatric Bed- have one on site rather than renting | Submit request to purchase | Clinical team | For purchase in 21/22 |
| Provide solution for communicating with patients that rely on lip reading – when all staff are wearing masks | Survey departments and develop solution / process or purchase tools to ensure we can communicate with these patients | Accessibility Team | Sept 2020 |
| Provide a means for clients to gain access to 3 rd floor / and or evacuate from the 3 rd floor when the one and only elevator is out of service | Investigate equipment and or investigate options to provide the service in an area that is accessible | Lynn Higgs Meribeth Vlemmix | March 2021 |
| Improvements to Community Psychiatric Centers WCPS- stabilize part of wheel chair ramp, GCPS- provide means/ process for patients to exit if elevator is out of service | Discuss needs with landlord and AMGH maintenance – budget for intercom | Lynn Higgs | December 2020 |
| Ensure corridor lighting is on during working hours | Establish times when corridor lighting should be on and establish a process to turn them on | Meribeth Vlemmix | October 2020 |
| <u>Training and Education:</u> Update current eLearning on Customer Services standards/ AODA and Human rights Mental Health Awareness Racism Awareness | Review current e learning training for customer service and human rights update and develop more interactive or in person sessions for all staff and physicians Develop training / learning sessions to educate staff and physicians on mental health awareness Develop training / learning sessions to educate staff and physicians on racism | AAC | Dec 2020 May 2021 Sept 2021 |
| Collecting feedback | Update Accessibility survey used in summer of 2020 And post on AMGH website permanently, inform patients | Meribeth | November 2020 |

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|---|--|--------------------------|--------------------------------------|
| | <p>to make them aware there is a survey available to collect feedback on accessibility Seek out community members with disabilities to participate on the</p> <p>Accessibility Advisory Committee</p> | | <p>May 2021</p> |
| LONG TERM – Requires Master Plan and Funding | | | |
| <p>Inpatient rooms are too small, difficult for patients with mobility issues to move around in rooms to access washrooms. Washrooms in most inpatient rooms are not barrier free</p> <p>Way finding</p> <p>Lack of barrier free public washrooms in west end of the building on 1st floor and 2nd floor</p> | <p>Complete a Master Plan identify needs and make plans for future</p> | <p>Senior Leadership</p> | <p>As funds allow Long term plan</p> |

Communication of the Plan

Copies of this plan are posted in the Administrative Wing on 1st floor and in the outpatient waiting room in the Emergency Department. The plan is also on our hospital website. www.amgh.ca. On request, the plan can be made available in electronic format, in larger print or on audiotape.