Georgian Bay General Hospital: AODA Multi-year Accessibility Plan

Introduction

Georgian Bay General Hospital is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. This Multi-Year Accessibility Plan outlines the policies, achievements and actions that GBGH have put in place to improve opportunities for people with disabilities.

Statement of Commitment

The mission of Georgian Bay General Hospital is **Exceptional Care, Every Person, Every Time.**

Georgian Bay General Hospital is committed to treating all people with dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. GBGH is committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility though meeting this Regulation. To facilitate this commitment, GBGH will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated at least once every five years to identify progress made in addressing barriers and it will be posted on the GBGH website and Staff Intranet.

Communication of The Plan

Regularly updated accessibility plans will be posted on the GBGH website. Updated versions will be available in both official languages at the front reception area.

Contact Details

For more information on this accessibility plan or to obtain accessibility documents in an alternate format, please contact:

Georgian Bay General Hospital
1112 St. Andrew's Drive
Midland, ON   L4R 4P4

Phone: 705-526-1300
Fax: 705-526-1300

Updated: December 2015

CUSTOMER SERVICE STANDARD REGULATION

Customer Service Standard	Target Date	Strategy	Responsibility	Comments
s. 3 Policies, practices, procedures Establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities (Customer Service Standard)	January 1, 2010	-Establish policy and procedures -Post policy and procedures on GBGH website	-Board of Directors -Senior Management -Communications -Human Resources	Complete. Updated December 2015 to include IASR standards.
s. 3 (4) Communicate with a person with a disability in a manner that takes into account their disability.	January 1, 2010	-Include in policy -Include in training	-Communications -Service Areas	Complete
s. 4 Use of service animals and support persons Welcome service animals and support persons accompanying people with disabilities	January 1, 2010	-Include in policy and in training material	-Communications -Service Areas	Complete. Included in policy and in training material
s. 5 Notice of temporary disruptions If there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public	January 1, 2010	-develop standard notice -must include reason for disruption -must be posted in a conspicuous place -prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.	-Communications -Facilities -Service Areas	Complete. AODA Temporary Disruption Notification form created. See Appendix "A"

CUSTOMER SERVICE STANDARD REGULATION				
Customer Service Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 6 Training for staff Provide Customer Service training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.	January 1, 2010	-Develop online training course developed through Medworxx LMS system and assign to users -Written record of the training is required	-Human Resources -All staff and volunteers	Completed in 2012 and again in 2015.
s. 7 Feedback process Create accessible ways for people to provide feedback on customer service.	January 1, 2010	-Establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public -feedback to be provided in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. - must specify the actions required to take if a complaint is received. - upon request, shall give a copy of the feedback process document to any person	-Communications -Service Areas	Complete. Included in policy. Updated Dec 2015 to include requirements under Information & Communication Standard. Website provides a feedback email and we include our policies and processes. People can ask the switchboard operator for the feedback form. All feedback will be directed to the Manager of the department service was received in. Customers can expect to hear back within 48 hours of receipt of feedback. See Appendix "B"

Updated: December 2015

CUSTOMER SERVICE STANDARD REGULATION				
Customer Service Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 8 Notice of availability of documents Notify customers that the documents covered by this regulation are available upon request by posting conspicuously on premises, website or other reasonable method.	January 1, 2010	-notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request -The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	-Communications -Facilities -Service Areas	Complete
s. 9 Format of documents Alternate format of documents covered by this regulation must take into account person's disability.	January 1, 2010	-upon request, give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability	-Communications -Service Areas	Complete

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Information & Communication Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 13 Emergency and public safety information Where provided, make emergency and public safety information accessible upon request. Real-time emergency information (such as announcements and alarms) is not included in this requirement.	January 1, 2012	-Review current information and communication formats of evacuation plans	-Communications -Occupational Health & Safety -Facilities -Emergency Plan Committee	Complete. Will comply upon request from individual with disability. Consolidated in 2015 review of all codes.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Employment Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 27 Workplace emergency response information Provide individualized emergency workplace information to employees with disabilities when necessary.	January 1, 2012	-review emergency information including evacuation plans, fire safety plans, emergency maps, alarm systems, fire exits, firefighter elevators, designated waiting areas and any other emergency information, systems or features provided. -Information should be provided to staff in an accessible format when they request it or when GBGH becomes aware an employee may need accommodation in an emergency -communicate the accommodation to pertinent staff who would be providing assistance to employees with disabilities in case of emergency	-Communications -Occupational Health & Safety -Facilities -Emergency Plan Committee	Complete. Contained in emergency code procedure and policy review in 2015.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
General Requirements	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 3 Accessibility Polices Create policies to help achieve accessibility goals and post on the website in an accessible format.	January 1, 2013	-incorporate Integrated Accessibility Standards into existing policy and procedures (Including the Information and Communications Standards, the Employment Standards and the Design of Public Spaces Standard) -Post revised Policy on website	-Human Resources -Communications	Complete. Policy revised to include the Integrated Accessibility Standards and posted on the internet.
s. 4 Accessibility Plans Create a multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.	January 1, 2013	-create multi-year plan -review plan annually and update status -consult with persons with disabilities	-Human Resources -Communications -Facilities	Complete. Accessibility Plan posted on the internet.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
General Requirements	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 5 Procuring or acquiring goods, services or facilities Buy goods, services or facilities that are accessible to people with disabilities.	January 1, 2013	-Include accessibility design, criteria and features when purchasing new goods, services or facilities.	-Materials Management -Facilities	Complete. All Shared Services West documents include the following statement that will be used in all procurements moving forward: Supplier's staff will strictly observe any disabled person's right to accessibility as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* ("**AODA**") and shall comply with all applicable accessibility standards under the AODA and its regulations while carrying out its obligations under this Agreement. If requested by the Hospital(s), Supplier shall provide evidence of the policies, procedures and training practices that it has implemented in order to comply with the requirements of the AODA and its regulations. Supplier's staff will read and acknowledge the Hospital(s)'s guides to providing customer service and care to people with disabilities.

Updated: December 2015

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
General Requirements	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 6 Self-service kiosks Include accessibility features when purchasing or designing self-service kiosks	January 1, 2013	-Ensure electronic terminals used for registration and paying for parking are accessible.	-Facilities -Materials Management	Complete. Kiosks are accessible height and they are also spoken word for those with difficulty seeing or reading.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
General Requirements	**Target Date**	**Strategy**	**Responsibility**	**Comments**

s. 7 Training
Train individuals providing goods, service and facilities on behalf of our organization on the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code as it relates to persons with disabilities
	January 1, 2014	-Train individuals on:
		• areas of the accessibility standards that are relevant to their work responsibilities
		  o employment
		  o information and communications
		  o design of public spaces
		• The Ontario Human Rights Code (where it relates to people with disabilities)
		-Re-train when any changes are made to accessibility policies.
		-Maintain records of training
			-Human Resources
			-All staff, volunteers and those all those who participate in developing the organization's policies, and all others who provide goods or services on behalf of the organization.
				On-going.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Information & Communication Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 11 Accessible feedback processes Upon request, ensure feedback processes are accessible by providing accessible formats or arranging for communication supports. Notify the public about availability of accessible formats and communication supports.	January 1, 2014	-ensure feedback back forms are available upon request in accessible formats	-Communications -Service Areas -Human Resources	Complete. Forms are available from switchboard. Online form is also available.
s. 14 New Internet websites and web content Make all new websites and content on those sites conform with WCAG 2.0, Level A NOTE: obligation applies to web content published after Jan. 1, 2012	January 1, 2014	-ensure compliance when updating or adding content to website	-Information Technology -Communications	Complete. Website updated April 2014 to include larger text option and alternative text.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Employment Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 22, 23, 24 Recruitment, assessment, selection process Employers will notify internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.	January 1, 2014	-use website and job postings to notify potential applicants about the availability of recruitment-related accommodations for disabilities. -notify applicants who have been selected to participate in a recruitment, assessment or selection process that, where needed, recruitment-related accommodations for disabilities are available on request. -consider disability of the individual when forming interview questions	-Human Resources -Communications	Complete. AODA information in regards to recruitment is on the GBGH website under the recruitment process. " Please notify Human Resources of any accommodation needs you may have during the recruitment and selection process as GBGH is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA')" Job postings include the following info *GBGH is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for disability during any stage of the recruitment process, please advise the Human Resources Department.* Flexible interviews are available, e.g. questions can be verbalized, reworded, or available in written format for the candidate during the interview

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Employment Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 25 Informing employees of supports Inform new and existing employees of policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.	January 1, 2014	-Inform on the Staff page of the website -Notice on the intranet -Inform employees whenever there is a change to policies for supporting employees with disabilities. -Update Occupational Health & Safety Health Policies to include a statement regarding employees with disabilities	-Human Resources -Communications -Occupational Health & Safety	Complete. Employees informed of required Health Assessments upon hire. Return to work plans, job modifications and accommodations are included in Health & Safety presentation at orientation.
s. 26 Accessible formats and communications supports for employees Provide employees with disabilities the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.	January 1, 2014	-Consult with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively with employees who have disabilities.	-Human Resources -Communications -Occupational Health & Safety	Complete. Needs determined through the Health Assessment performed at hire or upon request (Policy dated March 2011)

Updated: December 2015

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Employment Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 28 Documented individual accommodation Put in place a written process to develop individual accommodation plans for employees with a disability.	January 1, 2014	-review documents of process for accommodating employees with disabilities to ensure compliance to this standard	-Occupational Health & Safety	Complete.
s. 29 Return to work process Put in place a return to work process for employees who have been absent due to a disability.	January 1, 2014	-review documents for return to work process	-Occupational Health & Safety	Complete.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Employment Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 30, 31, 32 Performance Management, career development and redeployment Take into account the accessibility needs of employees with disabilities for performance management, career development or advancement or redeploying employees	January 1, 2014	Review an employee's individual accommodation plan to understand the employee's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job. -Have documents related to performance management, such as performance plans, available in accessible formats, such as large print for individuals with low vision. -Provide informal and formal coaching and feedback in a manner that takes into account an employee's disability, such as using plain language for an individual with a learning disability.	-Human Resources -Occupational Health & Safety	Complete. General employee information is available in various means e.g. Print, email, intranet, website, verbally – managers can meet one to one to explain, etc.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Information & Communications Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 12 Accessible formats and communication supports Make public information accessible when asked.	January 1, 2015	-Work with the person who is asking to figure out how to meet their needs as soon as possible -provide emergency and public information, feedback process and employee information (information needed to do their jobs, news bulletins, policies etc., emergency procedures)	-Communications -Service Areas	On-going. Will comply when requested by an individual with disability.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Design of Public Spaces Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 80 Design of Public Spaces Standard Make new or redeveloped public spaces accessible. Keep existing public spaces in good working order. <u>Note:</u> features inside public buildings covered by Ontario's Building Code are not included in the standard. For example; washrooms, building entrances, elevators, walkways and ramps connecting to building entrances.	January 1, 2016	-at GBGH this includes public outdoor paths of travel, off street parking, outdoor public use eating areas, service counters and waiting areas -Provide design professionals, planners, developers and persons in charge of procurement with the Accessibility Standard for the Design of Public Spaces. Incorporate requirements into development contracts. -Include accessible elements of public spaces in preventive and emergency maintenance plans and provide notice of temporary disruptions to accessible public spaces when not working.	-Facilities -Materials Management	On-going.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Information & Communication Standard	**Target Date**	**Strategy**	**Responsibility**	**Comments**
s. 14 All internet websites and web content Must comply with WCAG 2.0 Level AA	January 1, 2021	-Ensure web site developer is knowledgeable of compliance with WCAG 2.0 Level AA for accessibility	-Information Technology -Communications	Planning stage.

Updated: December 2015

AODA COMPLIANCE REPORTING	
Report Due Date	**Status**
December 31, 2013	Completed by Jennifer Pearson 01-15-2013
December 31, 2015	Completed by Bill Whittaker 12-31-2015
December 31, 2017	Completed by Bill Whittaker 12-30-2017
December 31, 2019	
December 31, 2021	
December 31, 2023	
December 31, 2025	

APPENDIX A

AODA Disruption in Service Notification

Dear Valued Customers,

The (Insert Appropriate Service or Piece of Technology) will be out of service from (Insert Appropriate Date) until (Insert Appropriate Date) for routine scheduled maintenance.

OPTIONAL:

We have made arrangements for alternative access through (Insert Appropriate Information).

We regret any inconvenience this may cause. If you have questions or concerns, please contact (Name, Title, Appropriate Authority).

Thank you for your understanding and patience. We appreciate your business, and look forward to seeing you again soon!

Insert Applicable Managers name

APPENDIX B

AODA Customer Feedback Form

Thank you for visiting Georgian Bay General Hospital. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Date:_____Time:_____

1. Did we respond to and meet your customer service needs today?

    ❑ Yes
    ❑ No
    ❑ Somewhat

    Comments:

    _____

    _____

    _____

2. Was our customer service provided to you in an accessible manner?

    ❑ Yes
    ❑ No
    ❑ Somewhat

    Comments:

    _____

    _____

    _____

Hôpital général de la baie Georgienne
GEORGIAN BAY
G e n e r a l   H o s p i t a l

3. Did you have any problems accessing our goods and services?

❑ Yes
❑ No
❑ Somewhat

Comments:

_____

_____

_____

Contact information (optional)

Name: _____   Phone Number: _____

Email: _____