

South Huron Hospital Association 2011/2012 ACCESSIBILITY PLAN

PURPOSE

The purpose of the Ontarians with Disabilities Act 2001 (ODA), now 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. To this end, the AODA mandates that each hospital prepares an annual Accessibility Plan.

South Huron Hospital Association (SHHA) 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 service to patients, visitors, staff and all members of the community with disabilities.

This report describes:

1. The measures that the SHHA has taken in the past and,
2. The measures that the SHHA will take during the next fiscal year to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the South Huron Hospital, including patients, visitors, staff and other members of the community.

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. Describes the measures taken in the current year
4. Describes how this plan will be made available to the public

DESCRIPTION OF THE ORGANIZATION

Located in Exeter, the nineteen (19) bed primary care facility serves the municipalities of South Huron and Bluewater. For many residents and visitors, the twenty-four (24) hour Emergency Department provides resuscitative, emergent and urgent care and is often the point of entry for inpatient care.

Emergency and specialist clinics serve approximately 17,000 patients annually. It is estimated that another 30,000 patients enter the building annually for services such as lab, x-ray and

physiotherapy. In addition, the South Huron Medical Centre and Walk-In Clinic provide non-urgent/outpatient care to our community.

SHHA, which is located in LHIN 2, has developed many partnerships with community-based providers and local and regional hospitals.

SHHA employs fewer than one hundred (100) employees.

Accessibility Working Group/AODA Team (Environmental/Infection Control Committee)

The SHHA Environment/Infection Control Committee is responsible for reviewing and updating the SHHA Accessibility Plan and reviewing updates to the AODA 2005. SHHA endorses the plan with Katie Meidinger acting as hospital coordinator. The Environment/Infection Control Committee meets every two months and will discuss and monitor issues to be addressed for the next fiscal year.

BARRIER IDENTIFICATION METHODOLOGIES

- Suggestions and comments from staff, visitors, patients and the public are received in “The Birdhouse,” a comment box located in the Dining Room. SHHA Directors receive and review these comments and respond in a timely and appropriate manner.
- Awareness of the current Building Code and improvements for accessibility will be implemented during any reconstruction where feasible.
- Awareness of the Facility Design Standards (FDS). This document from the City of London recommends accessibility improvements that go beyond the building code in many cases and have been developed by a group of individuals representing a variety of disabilities. These recommendations will be considered and where possible, recommended improvements will be implemented.
- The participation of people with disabilities in the development and review of its annual Accessibility Plan.
- Involvement of external charities and corporations that specialize in identifying barriers to perform internal audits (for example: March of Dimes, Canadian National Institute for the Blind, Canadian Hearing Society, etc)

LIST OF BARRIERS TO CONSIDER

- Physical
- Hearing
- Speech
- Vision
- Deaf-Blind
- Intellectual

- Mental Health
- Language

RECENT BARRIER – REMOVAL INITIATIVES

Since 2002, there have been a number of initiatives at SHHA:

Initiatives Investigated for 2011-2012

- Review of signage for Braille translation.
- Installation of strobe lights with fire alarm system for the hearing impaired.
- Retrofitting toilets in patient rooms to ensure correct height as per accessibility and Building Code.
- Sidewalk repaired to ensure no differences in height between the sidewalk and wheelchair ramp, May 2011.
- Thresholds removed from interior doors at front entrance of facility to improve access for those in wheelchairs, May 2011.

2010-2011

- Installation of lever style door handles for all remaining public access doors in facility.
- Provided drive thru Flu Shot Clinic for those who were unable to come into the facility to receive their flu shot.

2009

- Electric automatic door access installed in basement wheelchair accessible washroom, spring 2009.
- Training of all staff and affiliates in order to be compliant with the required AODA Customer Service Standard.
- Development and approval of policies as it relates to the AODA Customer Service Standard requirements.
- Final installation and completion of overhead lifts in patient rooms.
- Closed captioning on TVs located at registration waiting area.

2008

- Wheelchair accessible washroom installed as part of the ER Renovation Project, spring 2008.
- Lever style handle doors upgraded for all doors as part of the ER Renovation Project, spring 2008.
- Corridors and public rooms constructed as part of the ER Renovation Project, spring 2008.

2007

- Ceiling lifts installed in patient rooms between the years of 2005-2007.
- New electric patient beds purchased.

2006

- Sidewalk installed from Anne Street to employee parking area in 2006.
- Wheelchair accessible washrooms and ceiling lifts installed between the years of 2005-2007.
- Mechanical patient lifts to assist with transfer from bed to chair.
- Identification of restricted parking for persons with disability. Parking spaces available at front entrance of hospital as well as the South Huron Medical Centre made available 2006.

2005

- Front entrance radiant heated wheelchair ramp and automatic door installed in 2005.
- Wheelchair accessible washrooms and ceiling lifts installed between the years of 2005-2007.
- Existing elevator retrofitted to accommodate Braille buttons for visually impaired, completed 2005.

2004

2003

- New handrails installed in patient rooms along perimeter walls in 2003.
- Signage to direct visitors/clients to services in the basement area was improved by increasing numbers of signs.
- The installation of the wheelchair ramp and automatic door was completed during renovations in 2003.

2002

- Wheelchair ramp installed from Anne Street to Day Away Program area. The ramp is also accessed by patients attending Physiotherapy and Speech Therapy appointments.

COMMUNICATION OF THE PLAN

A copy of the Accessibility Plan is posted on the bulletin board located outside the Dining Room and on the SHHA website.

Copies of this plan are available in alternate formats and fonts size. Please contact accessibility@shha.on.ca or Katie Meidinger at 519-235-2700 Ext. 5169 for alternate copies.