



LWHA Multi Year Accessibility Plan 2018 – 2021

This publication is also available at www.lwha.ca and will be made available in alternative formats upon request.

Contents

1.0 Executive Summary.....	3
2.0 Aim.....	4
3.0 Description of Listowel Wingham Hospitals Alliance	4
4.0 Commitment to Accessibility Planning.....	4
4.1 Objectives	5
5.0 Barrier Identification Information Sources.....	5
5.1 List of Barriers to Consider	5
6.0 Review and Monitoring Process	5
7.0 Communication of the Plan	6

1.0 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 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.

The Listowel Wingham Hospitals Alliance (“LWHA”) comprised of both Listowel Memorial Hospital and Wingham and District Hospital, 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.

To fulfill the purpose of both the ODA 2001, AODA 2005, and Regulation 197/11 the LWHA will create, maintain and communicate a multi-year Accessibility Plan replacing the Annual Plan. An Accessibility Committee will be established to ensure the intent of the legislation is being met, or exceeded. The plan builds on previous years’ plans and includes measure that LWHA 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 LWHA. 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 year (2018 - 2021), 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.

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, informational or communications barrier, an attitudinal barrier, a technological barrier, and a policy or practice.

The ODA adopts the broad definition for disability that is set out in the *Ontario Human Rights Code*. “Disability” is:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

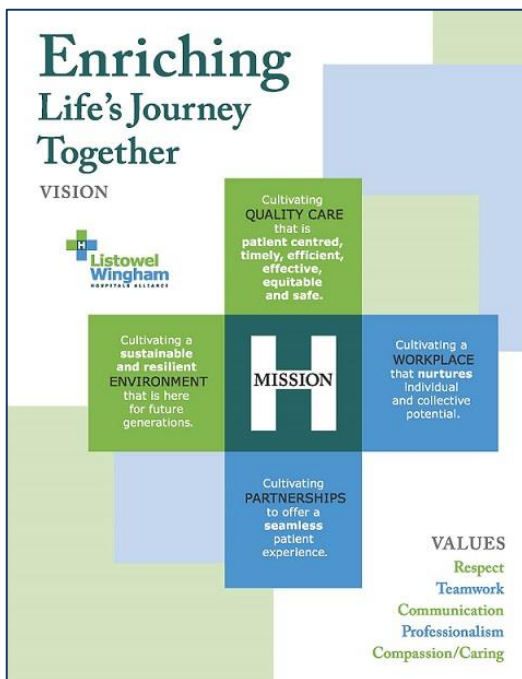
- (d) a mental disorder or,
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

2.0 Aim

This report describes:

- a. the measures that the Listowel Wingham Hospitals Alliance has taken in the past, and
- b. the measures that the Hospitals will take during the next fiscal year(s), to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Listowel & Wingham Hospitals Alliance, including patients, visitors, and staff, and other members of the community.

3.0 Description of Listowel Wingham Hospitals Alliance



collection

The Listowel Wingham Hospitals Alliance was formed on July 1, 2003 as a strategic alliance between Listowel Memorial Hospital and Wingham and District Hospital. We share a common management structure with one CEO and Leadership team. We have a commitment to partnership and a common Mission, Vision & Values. The Alliance Board consists of both the Listowel and Wingham hospital boards. We look for opportunities to create and share services and programs across our two communities and for creative ways to link to our community partners.

Cooperative Operations Include:

- One Board
- One Management Team
- One Information Technology system
- One Human Resources Department & Finance
- Standardization of clinical and administrative data

4.0 Commitment to Accessibility Planning

Listowel Wingham Hospitals Alliance is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

4.1 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 upcoming initiatives for the 2018 - 2021
4. Describes how this plan will be made available to the public

5.0 Barrier Identification Information Sources

- Leadership Team consultations
- Staff, Patient, public and visitor feedback
- Consultation with representatives from community
- Impact of architectural and building system elements
- AODA Customer Service Standards
- AODA Integrated Accessibility Standards
- Accessibility Standard Regulations (O. Reg 197/11)
- Review of Annual Accessibility Plan with staff, patients, public that have disabilities
- County of Perth Joint Accessibility Advisory Committee
- Huron County Disability Act Working Group

5.1 List of Barriers to Consider

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

6.0 Review and Monitoring Process

The Accessibility Plan will be reviewed by the Accessibility Committee. The review will outline and itemize proposed initiatives and monitor approved projects.

Accessibility planning is an important means of improving both the safety and quality of service delivery to the populations we serve, of attracting and retaining employees, and of increasing efficiency of our operations. Through the Chief Operations Officer, the Accessibility Committee will assume responsibility for the monitoring and evaluation of current plans and for the development of subsequent annual plans. The Accessibility Committee will:

- Evaluate the previous year's results against identified targets
- Ensure the inventory of new barriers is updated and prioritized
- Ensure implementation strategies are identified and carried out
- Ensure the plans are endorsed by Senior Management and that funds are allocated appropriately

This team will liaise directly with program managers and departments to achieve these objectives when appropriate, and will provide updates to Senior Management on an annual basis. Information will be prepared and circulated on the hospital web site for use by the Board of Directors and internal and external stakeholders, where appropriate.

7.0 Communication of the Plan

Copies of this plan will be posted on the Hospital website www.lwha.ca. Upon request, it will be made available in electronic format, larger print, audiotape or an accessible format appropriate for individual requesting.

Successes of 2014-2017 Accessibility Plan
Organizational Wide
Human resources has added information to postings with respect to accessibility standards including internal and external postings
Review of all accessibility related policies
Education of accessibility included in general orientation
Organizational overarching policy to commitment to ongoing accessibility needs
Trial of hearing devices for hearing impaired with implementation at switchboard and spread throughout organization
To improve acoustics for patients and visitors with auditory impairments ongoing replacement of doors to solid-core and sound stripping where applicable
Television installation with accessible remotes
Purchase of High/Low beds and ongoing acquisitions
Overarching project and policy for replacement of wheelchairs/seating with ongoing plan for appropriate seating acquisitions
Inclusion of "Accessibility Considerations" in Project Management Toolkits
Standardization of hospital "color boards" to ensure color contrasting between walls and floors for visually impaired
Inclusion of accessibility questions in patient surveys
Accessible means for patients to share compliments/suggestions/complaints and follow up process
Diagnostic Imaging using senior friendly standards for lighting, wall coloring and floor/wall differentiation during all renovations
Microphones added to fluoroscopy rooms for better communication in Diagnostic Imaging
Diagnostic Imaging has incorporated criteria for equipment to be adjustable and lower for access
Senior Friendly and visual impairment principles incorporated into development of patient materials eg. Information booklets, patient handouts, pamphlets
Listowel Memorial Hospital
Creation of 3 AODA compliant restrooms on 2 nd floor inpatients <ul style="list-style-type: none"> • Isolation Room

<ul style="list-style-type: none"> • Patient semi- room • Public washroom
Increase from one parking space to four handicap parking spaces in the south parking lot by main entrance
Security on 1 st floor inpatients elevator for patients with cognitive impairments
Trialing of floor waxes by Environmental Services department to reduce the glare for visually impaired
Cafeteria renovation has created barrier free space
1 st floor inpatient dining room renovation created barrier free space
Creation on AODA compliant restroom on 1 st floor inpatient dining room area
Signage throughout facility for easier direction and includes pictograms for visually impaired
Creation of a barrier free CT Suite
Elevator upgrades to include voice enunciation
Wingham District Hospital
Creation of AODA compliant restrooms <ul style="list-style-type: none"> • Administration space basement • Phlebotomy clinic • Main floor registration area • Wait room Emergency Department
Cafeteria renovations has created barrier free space
Creation of barrier free access at Main Entrance to hospital
Trialing of nightlight by maintenance in patient restroom areas that is motion activated for hearing impaired
Creation of barrier free accessible main registration area
Wait room on main floor for allied health areas with barrier free access for wheelchair, walker, scooter space
Phone at main entrance reconfigured to sit on a table and space barrier free for wheelchair, scooter, walker, etc.
Directory at main entrance and signage during construction for public
Creation of a barrier free triage area
Main Entrance front ramp and hospital renovation plans were reviewed by the Huron County Accessibility Committee
Wingham District Hospital won the Award of Merit for Barrier Free Design from the County of Huron in 2015

Initiatives for 2018-2021 Accessibility Plan
Organization Wide
Handrail installation throughout both facilities
Identify opportunities for further decrease of overhead paging as disruptive to those with hearing impairments
Replace round door knobs with new accessible lever sets
Upgrade organization Internet and Intranet to be WCAG 2.0 Level AA – AODA compliance
Upgrade Fire Alarm System to include strobe lights for hearing impaired

Upgrade to Accessibility education for orientation and corporate training
Adoption of dynamic symbol of access
Standardization of toilets to “Handicap Height”
Standardization of lavatory taps to lever style
Closed captioning on all televisions in ED Waiting rooms
Upgrade of elevator controls to include voice annunciation
Incorporation of accessibility legislation into Human Resource practices eg. Emergency preparedness plans, accommodations, return to work plans, etc
Creation of an Accessibility Committee to monitor and evaluate Accessibility Plan
Listowel Memorial Hospital
Create accessible ramp into court yard entrance
Lab renovation to include AODA accessible restroom
Creation of lab/physio wait space that includes barrier free area for wheelchair/scooter/walker etc.
Sidewalk repair to visitor parking to ensure no differences in height between sidewalk and wheelchair ramp
Installation of locking pincers or moving the one accessible parking space in visitor parking lot as current area is on a slope
Redesign of triage area to be barrier free
Opportunity to partner with County of Perth Joint Accessibility Advisory Committee
Wingham District Hospital
Inclusion in redevelopment areas of: <ul style="list-style-type: none"> • AODA compliant restroom spaces for Oncology/PACU/Ambulatory Care • AODA compliant wait areas with barrier free access for wheelchair/scooter/walker etc • Signage that incorporates pictograms • AODA compliant services/registration counters
Removal of thresholds in WDH Emergency department
Installation audible notification in elevators
Main Parking lot in Wingham ensure no differences in height between sidewalk and road
Overall signage plan for facility as part of redevelopment
Additional Accessible parking spaces in Main Parking lot
Opportunity to partner with the Huron County Disability Act Working Group