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## LWHA Multi Year Accessibility Plan 2022-2025

This publication is also available at [www.lwha.ca](http://www.lwha.ca) and will be made available in alternative formats upon request.

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## **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 Operations Quality Team will be established to ensure the intent of the legislation is being met, or exceeded. The plan builds on previous years’ plans and includes measures 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.

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of their 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:

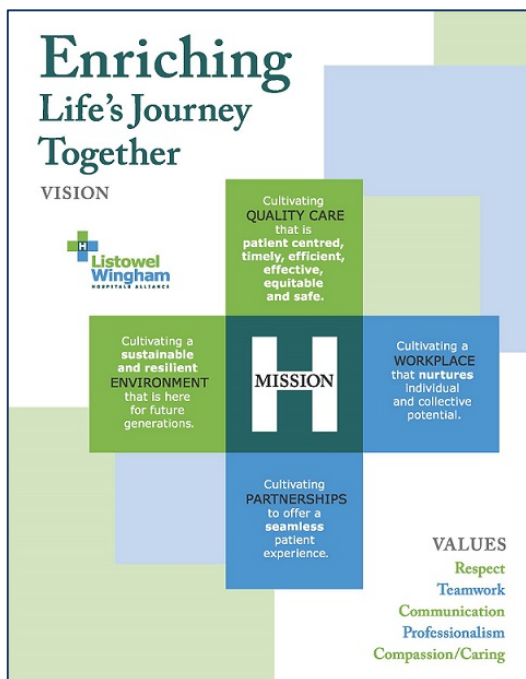
- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical 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) 2022-2025 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**



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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 Board of Directors, management structure with one CEO and Leadership team. We have a commitment to partnership and a common Mission, Vision & Values. 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 of Directors
- One CEO
- 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 2022 - 2025
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

## **6.0 Review and Monitoring Process**

The Accessibility Plan will be reviewed by the Patient Partner Council, Quality Operations Committee and Leadership Team and Endorsed by the Board of Directors. The review will outline and itemized 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 Vice President of Diagnostics and Support Services, the Operations Quality Committee will assume responsibility for the monitoring and evaluation of current plans and for the development of subsequent annual plans. The Operations Quality 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 department managers to achieve these objectives when appropriate, and will provide updates to Senior Management on an annual basis.

Complaints regarding accessibility issues can be received by any number of ways. These are entered into the Incident Management system and forwarded to the appropriate leader for action and follow up.

## **7.0 Communication of the Plan**

Copies of this plan will be posted on the Hospital website [www.lwha.ca](http://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 the 2018-2021 Accessibility Plan	Completion or Further Action items
<b>Organization Wide</b>	
Handrail installation throughout both facilities	Completed in Wingham inpatient area. Plan for LMH for current year.
Identify opportunities for further decrease of overhead paging as disruptive to those with hearing impairments	Paging has been significantly decreased throughout the facility with addition of technology ie additional portable phones, webex
Replace round door knobs with new accessible lever sets	Completed with any door installation of new doors in facility
Upgrade organization Internet and Intranet to be WCAG 2.0 Level AA – AODA compliance	Completed and audit completed by 3 <sup>rd</sup> party vendor to ensure compliance with regulations
Upgrade Fire Alarm System to include strobe lights for hearing impaired	LMH completed and completion in WDH area redevelopment
Upgrade to Accessibility education for orientation and corporate training	Completed. Upgrade to policy 2019 and education on update to staff. New presentation for orientation and use of Access Forward website for training on standards.
Standardization of toilets to “Handicap Height”	Installation of higher toilets throughout facility where it is practical.
Standardization of lavatory taps to lever style	Completed with installations of any new sinks in the facility or hands-free options in some areas
Closed captioning on all televisions in ED Waiting rooms	Completed.
Upgrade of elevator controls to include voice annunciation	Completed with elevator upgrades.
Incorporation of accessibility legislation into Human Resource practices eg. Emergency preparedness plans, accommodations, return to work plans, etc	Integration of accessibility language into job postings and resources
Creation of an Accessibility Committee to monitor and evaluate Accessibility Plan	Creation of the Quality Operations Committee which is accountable in the Terms of Reference for Accessibility in the facility.
<b>ADDITIONAL SUCCESSES</b>	
Power automated doors installed for cafeteria access	
Incorporation of Accessibility to project tools so it is addressed with each renovation project in the facility	
Interpreter List updated and available for staff	
All job postings indicate that accommodations are available to those that require them during the recruitment process	
Return to work plans are created for those staff that have been absent from work due to a disability	

Florescent lighting upgraded to LED lighting in over 90% of areas to make public areas brighter	
Evacusleds for non-ambulatory patients and staff training on use of these devices	
Increased number of accessible parking spots	
Roll out of accessible phones to select inpatient units	
<b>Listowel Memorial Hospital</b>	
Lab renovation to include AODA accessible restroom	Able to construct a larger washroom to serve patients with accessible door and grab bars installed. Due to limited space in the area could not meet all AODA standards for an accessible washroom.
Sidewalk repair to visitor parking to ensure no differences in height between sidewalk and wheelchair ramp	Town of North Perth did work to improve
Redesign of triage area to be barrier free	Completed with accessible sliding doors and work space for patient and nurse in area.
Opportunity to partner with County of Perth Joint Accessibility Advisory Committee	Connected with Committee
<b>ADDITIONAL SUCCESSES</b>	
Upgraded signage with pictograms	
Additional grab bars in washrooms	
Town installed a patient crosswalk in front of the hospital	
Installation of raised treads on stairs in renovation of Sarah Avenue basement building for aid with visually impaired	
<b>Wingham District Hospital</b>	
Inclusion in redevelopment areas of: <ul style="list-style-type: none"> <li>• AODA compliant restroom spaces for Oncology/PACU/Ambulatory Care-</li> <li>• AODA compliant wait areas with barrier free access for wheelchair/scooter/walker etc –</li> <li>• Signage that incorporates pictograms</li> <li>• AODA compliant services/registration counters</li> </ul>	All items listed were completed with the Redevelopment in Wingham hospital
Removal of thresholds in WDH Emergency department	Reviewed and deemed not necessary
Installation audible notification in elevators	Completed with upgrade of North Elevator
Main Parking lot in Wingham ensure no differences in height between sidewalk and road	Currently adherent to code as per Engineer consultant
Overall signage plan for facility as part of redevelopment	Completed along with pictograms where applicable
Additional Accessible parking spaces in Main Parking lot	Completed

Opportunity to partner with the Huron County Disability Act Working Group	Connected with Committee
<b>ADDITIONAL SUCESESSES</b>	
Designated sidewalk in Catherine Street parking lot for hospital staff to utilize for travel to Royal Oaks Wellness Center	
New wheelchair accessible scale in the Oncology department	
Preparation of bathroom in Ambulatory Care Department to provide an adult change table once purchased	
Replacement of handrails inpatient area WDH	
<b>INITIATIVES FOR 2022 – 2025</b>	
<b>Organization Wide</b>	
Replace round door knobs with lever style whenever doors are replaced or ordered	
Continue with standardization of lavatory handles to lever style whenever installation of a sink	
Closed captioning on all hospital televisions information panels and patient televisions	
Human Resources will be reviewing and augmenting policies to include improved attention to accommodation for persons with disabilities during recruitment, return to work and performance appraisals.	
Adoption of dynamic symbols of accessibility	
Capital plans that include the creation of washrooms in patient rooms that are currently shared spaces or small to access	
Upgrades to website and yearly audit to ensure AODA compliance to WCAG 2.0 Level AA	
Incorporation of public and staff to assist in development of needs for the organization over the next 3 years. Ie. Bring in a public member in a wheelchair for feedback.	
Complete roll out to all inpatient areas of accessible phones for patients.	
<b>WDH</b>	
Upgrade of South Elevator and compliance with accessibility	
Upgrade to call bell system in Wingham ED	
Engineering for sidewalk and road in conjunction with town	
Accessible entrance from parking lot into the emergency department	
WDH accessible washroom for lab and in hall by cafeteria (include with lab planning)	
Purchase of an adult change table for ambulatory care	
<b>LMH</b>	
Upgrade to call bell system	
Installation of automated doors for the Nutrition and Food Department for staff	
Complete hand rail installation LMH	
Upgrade of washroom space on 1 <sup>st</sup> floor of Sarah Avenue Building to allow for accessible washroom within the building	