

Grey Bruce Health Services

AODA Multi-Year

Accessibility Plan

2015-2020

Last Reviewed:
June 2016

Our Commitment

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. GBHS is committed to this vision. We continuously strive to ensure equal access to our services for persons with disabilities and meet the accessibility needs of those we serve in a timely manner. The regulations associated with the Integrated Accessibility Standards (hereafter referred to as the IASR) require GBHS to establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities.

Under the AODA the following accessibility standards set certain requirements that are applicable to GBHS:

- Customer Service;
- Information and Communications;
- Employment

This multi-year plan outlines GBHS' strategy to prevent and remove barriers to address the current and future requirements of the AODA.

In accordance with the requirements set out in the IASR, GBHS will:

- Post this plan on our website
- Provide this plan in an accessible format, upon request;
- Review and update this plan at least once every five years

AODA Committee Terms of Reference

Attached are the current terms of reference.



Accessibility Advisory
Committee Terms of F

Committee Membership

The following GBHS employees and Community representative(s) represent the membership of the Accessibility Advisory Committee.

GBHS AODA Committee Member	Department	Contact Information
Rebecca Cummings	Chief Human Resources Officer	519-376-2121 ext. 2109 rcummings@gbhs.on.ca
Diana Ryman	Director, Patient Relations and Safety	519-376-2121 ext. 2311 dryman@gbhs.on.ca
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Greg Ott	Occupational Therapist, Rehabilitation Program	519-376-2121 ext. 2977 gott@gbhs.on.ca
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Mary Margaret Crapper	Director, Communications and Public Relations	519-376-2121 ext. 2806 mcrapper@gbhs.on.ca
Merv Breadner	Community Representative	519-372-5828 Mervin.Breadner@investorsgroup.com
Pamela Matheson	Manager, Central Registration and Scheduling, Switchboard	519-376-2121 ext. 6130 pmatheon@gbhs.on.ca
Kate Barnard	Learning Coordinator	519-376-2121 ext. 2105 kbarnard@gbhs.on.ca
Rebecca Brookham	Occupational Health and Safety Representative	519-376-2121 ext. 2051
Jane Keppy	Director, Rural, Rehabilitation and Senior's Strategy	519-376-2121 ext. 2714 jkeppy@gbhs.on.ca

Types of barriers and barrier-identification methodologies

The GBHS Accessibility Advisory Committee identified the following types of barriers and uses the following barrier-identification methodologies:

Barrier Types:

Physical, Informational, Communication, Attitudinal, Technological, Systemic (Policy/Practice)

Methodology	Description
Canvas Corporate Leadership Council (CLC)	All managers asked to identify barriers arising on an ongoing basis.
Electronic Incident Reporting System	Accessibility issues/complaints are submitted in Electronic Incident Reporting System and reports

GBHS Multi-Year Accessibility Plan

Methodology	Description
	are generated and reviewed by the GBHS Accessibility Committee.
Accessibility for Ontarians with Disabilities Act (AODA) Survey	Survey is available on-line (intranet for employees and the external website) also available in hard copy in all of our Hospitals. Contact information for the Director, Patient Relations and Safety is posted on our website.
Accessibility-specific questions on patient satisfaction survey	Patient satisfaction survey provides for a limited number of unique questions for hospitals.
Capital funding requests for accessibility projects	Requests are reviewed and prioritized through the capital planning and approval process.
Membership on Committee	Both GBHS and Community representation is welcome on the Accessibility Advisory Committee.
Committee assessment and review	Committee members review barriers identified to assess best possible solution
Current and ongoing identified barriers list	Committee members review and prioritize items on an ongoing basis taking into consideration urgency of barrier, time restraints, and funds available.
Informal communication with our community, local resources and experts on accessibility	Guests will be invited to discuss concerns with the committee as needed.
Website enhancements	Our new website has been launched and has made accessibility information easier to find. We continue to monitor and improve this information.

Accessibility Standards for Customer Service

Compliance by: January 1, 2012

Status: Compliant

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

In compliance the AODA Customer Service Standard, at GBHS we are committed to the following:

- Services must be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of our services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Action taken to ensure compliance:

All employees, volunteers and affiliates receive training and information on the customer service standards. The training has been incorporated into the employee orientation program and annually reviewed. Policies are in place to meet all of the customer service standards. See Accessibility Policy IV-175 for full details. The following categories are addressed in our policy and training programs.

- Communication principles
 - Assistive Devices
 - Service Animals
 - Support persons
 - Interruption of services
 - Opportunity for feedback
- Incorporate AODA Customer Service principles into all customer service training opportunities offered at GBHS.
 - Strengthen the annual review of Customer Service standards for all staff.

Integrated Accessibility Standards

Emergency Procedure, Plans or Public Safety Information

Compliance by: January 1, 2012

Status: Compliant

All employers must provide “individualized” workplace emergency response information to disabled employees if individualized information is necessary based on the type of disability and if the employer is aware of the need for accommodation. Employers must provide this information as soon as practicable after becoming aware of the need for such accommodation. This workplace response information may be shared with a person designated by the employer to provide assistance to the disabled employee if the disabled employee consents. Individualized workplace emergency response information must be reviewed if the disabled employee moves to a different work location in the organization, when his or her overall accommodation needs or plans are reviewed, and when the employer reviews its general emergency response policies.

Action taken to ensure compliance:

Workplace emergency response and public safety information is available in an accessible format upon request.

Training

Compliance by: January 1, 2015

Status: Compliant

GBHS is committed to training of all employees, volunteers, physicians and other service providers of GBHS on the laws of accessibility and the Ontario Human Rights Code as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties and responsibilities of the employees, volunteers, physicians and other service providers.

Action taken to ensure compliance:

- Accessibility regulations and Ontario Human Rights Code are part of orientation training for new employees, volunteers and physicians.
- Annual training on IASR and the Ontario Human Rights Code is part of the mandatory training program.
- Records of the training and individuals that have participated are maintained by GBHS.

Accessibility Policies and Plans

Compliance by: January 1, 2013

Status: Compliant

Broader public sector organizations are required to develop, implement and maintain policies on how they achieve accessibility to policies and plans. A statement of commitment and written document must be in place and be made publicly available in an accessible format upon request. AODA regulations require consultation with persons with disabilities or with members of their Accessibility Advisory Committee when updating plans. There is also a requirement to prepare an annual status report on progress with the plan and post the status report on their website.

Action taken to ensure compliance:

GBHS policies and plans are posted publicly on our website and available in an accessible format. The AODA Committee meets at least once a quarter and includes members with disabilities representing both employees and community stakeholders. An annual report on progress is provided to the Quality Committee of the Board and posted on the GBHS website.



IV-175 Accessibility
for Persons with Disal

Procuring or Acquiring Goods, Services or Facilities

Compliance by: January 1, 2013

Status: Compliant

GBHS is required to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, whenever it is practicable to do so. When accessibility criteria are not incorporated an explanation will be provided when requested.

Action taken to ensure compliance:

Vendors and potential suppliers are asked to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria to select vendors.

Information and Communication Standards

Compliance - Feedback-related provisions by: January 1, 2015

Compliance – Accessible formats and communication support – January 1, 2016

Status: Compliant

GBHS is committed to making our information and communications accessible to persons with disabilities.

Our website and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

Action taken to ensure compliance:

Processes to provide feedback on accessibility are posted on our website. Feedback processes are accessible, accessible formats are available on request and/or our Director of Patient Relations is available to meet to arrange for additional accommodation.

Recruitment - General

Compliance by: January 1, 2014

Status: Compliant

GBHS is required to notify their employee and the public about the availability of accommodation for applicants with disabilities in their recruitment process.

Action taken to ensure compliance:

GBHS specifies the availability of accommodation in our recruitment materials. Recruitment materials are reviewed and modified as required on a regular basis.

Recruitment, Assessment and Selection

Compliance by: January 1, 2014

Status: Compliant

GBHS will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process.

Action taken to ensure compliance:

Where a selected applicant requests an accommodation, there is consultation with the applicant to arrange for provision of a suitable accommodation.

Notice to Successful Applicants

Compliance by: January 1, 2014

Status: Compliant

When making offers of employment, GBHS will notify the successful applicants of its policies for accommodating employees with disabilities.

Action taken to ensure compliance:

Where a selected applicant requests an accommodation, there is consultation with the applicant to arrange for provision of a suitable accommodation.

Employee Supports

Compliance by: January 1, 2014

Status: Compliant

GBHS will inform their employees of their policies and any updates to policies used to support employees with disabilities, including information on accommodation.

Action taken to ensure compliance:

New employees receive information on available support at orientation. Updated information is shared with employees through our intranet and through annual reviews.

Documented Individual Accommodation Plans/Return to Work

Compliance by: January 1, 2014

Status: Compliant

GBHS has a written process and policy to develop documented individual accommodation plans for our disabled employees. This process is followed to accommodate an employee with a disability and to facilitate an employee's return to work.

Action taken to ensure compliance:

Our accommodation and return to work processes are reviewed on a regular basis with stakeholder engagement from employees with disabilities our unions and external stakeholders involved in the accommodation/return to work process.

Performance Management, Career Development and Redeployment

Compliance by: January 1, 2014

Status: Compliant

GBHS takes into account the accessibility needs of employees with disabilities, as well as individual accommodations plans when using its performance management process; providing career development and/or when redeploying employees with disabilities.

Action taken to ensure compliance:

Accommodation and related policies are reviewed on a regular basis to ensure they are compliant and supportive of our employees in need of accommodation. Management and staff are trained on our accommodation practices.

Barriers that were addressed in September 2014 – August 2016

The GBHS Accessibility Advisory Committee has addressed the following barriers during the past year.

Barrier	Objective	Means to remove/prevent	Resources	Timing	Responsibility
Wiarton Front entrance doors in Wiarton	Widen to allow better access	Replaced front entrance doors, giving a wider opening for better access			Eng. Services
Wiarton Door accessibility	Ensure public doors are accessible with operators	Added auto openers to two sets of doors in Wiarton			Eng. Services
Owen Sound Accessible Washroom – Owen Sound	Add an accessible washroom on the lower level (currently only one on main level)	Provide accessibility, support independence, and prevent slips and falls.	Capital funding approved	Summer 2016	AAC/Eng. Services
Owen Sound	Ensure Public Outdoor eating spaces are accessible	Installed accessible picnic tables on 3 rd and 4 th floor courtyards			Eng. Services

Barriers Planned to be Addressed in the Coming Year September 2016 – August 2017

The GBHS Accessibility Advisory Committee has received approval to address the following barriers in the coming year.

Barrier	Objective	Means to remove/prevent	Resources	Timing	Responsibility
Owen Sound Configuration of seating in Ambulatory Care	Improve access to seating in Ambulatory Care		Capital funding approved		Amb. Care/Eng. Services
Owen Sound Signage and direction from	Improve signage and Wayfinding in		Capital funding approved		Communication /Public Relations

front entrance	the Owen Sound initial entry				
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Future Identified Barriers

Barrier	Objective	Means to remove/prevent	Resources	Timing	Responsibility
Owen Sound Repair of walkways on Owen Sound hospital property	Ensure level walking services	Replace or repair	Subject to Capital approval and operating budget	Ongoing as needed	Eng. Services
Markdale Upgrade elevator to remove barriers	Braille numbering, adjust height of the buttons and install a phone	Support vision impaired individuals	Subject to Capital approval		
All Sites Door accessibility	Ensure public doors are accessible with operators	Retrofit existing	Subject to Capital approval	Annual Capital Request	AAC/Eng. Services
All Sites Washroom upgrades	Installation of grab bars, raised toilet seats and backrests in public washrooms	Provide support to reduce risk of slips and falls	Subject to Capital approval and operating budget	Ongoing as needed	AAC/Eng. Services

Review and monitoring process

The Accessibility Advisory Committee will meet quarterly to review progress. At each meeting, the committee will remind staff, either through personal contacts or by email, about their roles in implementing the plan.

Members of the GBHS Accessibility Advisory Committee will also commit to making presentations to the Corporate Leadership Committee, Nursing Practice Council, Occupational Health and Safety and the Board’s Quality Committee.

Communication of the plan

The hospital's accessibility plan will be available through the Administrative offices at each site. On request, the report will be made available electronically, in large print, or in audio format. It is also available on the GBHS website at www.gbhs.on.ca.

The plan is available to staff on the Corporation's document management system.

How the plan is communicated to new employees:

- New Employee Orientation (review of AODA Integrated Standards and Accessibility at GBHS)
- Provision of information on how to submit an accessibility concern
- Annual Corporate training

For more information

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