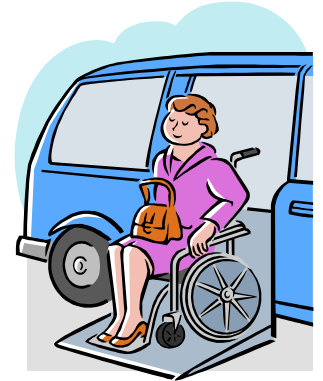


Hôpital Notre-Dame Hospital Accessibility Plan

2009-2010



Prepared by:

Hôpital Notre Dame Hospital

Accessibility committee

Approved on September 10, 2009

by the Hospital Board of Governors.

Hôpital Notre-Dame Hospital Accessibility Plan

Table of Content

Executive Summary	p.3
1. Aim	p.3
2. Objectives	p.3
3. Description of the HNDH Corporation	p. 4
4. The Accessibility Working Group	p. 4
5. Hospital commitment to accessibility planning	p. 5
6. Recent barrier-removal initiatives	p. 5
7. Barrier-identification methodologies	p. 6
8. Barriers identified	p. 6
9. Barriers that will be addressed 2009-2010	p. 7
10. Review and monitoring process	p. 8
11. Communication of the plan	p. 8

Executive Summary

This is the annual plan for year (2009-2010) prepared by the Accessibility Working Group of Hôpital Notre-Dame Hospital (HNDH). The plan describes: (1) the measures that Hôpital Notre-Dame Hospital has taken in the past, and (2) the measures that Hôpital Notre-Dame Hospital will take during the year (2009-2010) to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of our Hospital, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

Hôpital Notre-Dame Hospital renews its commitment to the continual improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plan; and the provision of quality services to all patients and their family members and members of the community with disabilities.

The Accessibility Working Group identified over 8 barriers to persons with disabilities. The most significant findings were that some washrooms were not accessible, change rooms in X-ray department were too small and no accessible shower for residents on Second Floor. Hospital's Policy and Procedure do not include guideline for staff in regards to assistant pets. Over the next year, the Accessibility Working Group recommends focusing on 3 different barrier types.

1. Aim

This plan will describe the measures that HNDH has taken in the past, and the measures that HNDH will take during the next year to identify, remove and prevent barriers to people with disabilities who live, work in or use the hospital.

2. Objectives

This plan:

1. Describes the process by which Hôpital Notre-Dame Hospital will identify, remove and prevent barriers to people with disabilities.
2. Reviews efforts at Hôpital Notre-Dame Hospital to remove and prevent barriers to people with disabilities over the past year.
3. Lists the by-law, policies, programs, practices and services that Hôpital Notre-Dame Hospital will review in the coming year to identify barriers to people with disabilities.

Hôpital Notre-Dame Hospital Accessibility Plan

4. Describes the measures Hôpital Notre-Dame Hospital will take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describes how Hôpital Notre-Dame Hospital will make this accessibility plan available to the public.

3. Description of Hôpital Notre-Dame Hospital's Corporation

Hôpital Notre-Dame Hospital is a complex health care facility with a broad range of public services. Hôpital Notre-Dame Hospital has committed itself to the continual improvement of access to its facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities. This plan was established with the participation of persons with disabilities and staff members that consider the accessibility of their environment a very important part of their work.

Our hospital serves approximately 10,000 patients and has 165 employees.

4. The Accessibility Working Group

Establishment of the Accessibility Working Group

The Chief Executive Officer, in consultation with the Board of Directors, formally constituted the Accessibility Working Group in June 2003. The board of Directors recommended that the Working Group:

- Review and list by-law, policies, programs, practices and services that cause or may cause barriers to people with disabilities;
- Identify barriers that will be removed or prevented in the coming year;
- Describe how these barriers will be removed or prevented in the coming year; and
- Prepare a plan on these activities, and after its approval by the Chief Executive Officer, make the plan available to the public.

Coordinator

Mrs. Sylvie Belanger was appointed as the Chair of the Accessibility Working Group.

Mrs. Sylvie Belanger has served as Director of Ancillary Services at Hôpital Notre-Dame Hospital for the past year. She has a broad knowledge of disability issues obtained from years of working as an Architectural Technologist and working with the building code.

Hôpital Notre-Dame Hospital Accessibility Plan

Members of the Accessibility Working Group

The following persons were appointed to the Working Group:

<i>Working Group member</i>	<i>Department</i>	<i>Contact Information</i>
Fred Potvin	Ambulance	372-2913
Sylvie Bélanger	Director Auxiliary Services	372-2940
France Dallaire	Chief Executive Officer	372-2910
Nancy Gauthier	Physiotherapist	372-2914
Jeanette Vaillancourt	Systems Support	372-2905
Nadia Boissoneault	Occupational therapist	362-7840

5. Hospital commitment to accessibility planning

On September 10, 2009 the Board of Directors approved by resolution the following Accessibility Planning Policy:

The Hôpital Notre-Dame Hospital Corporation is committed to:

- The continual improvement of access to facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community;
- The participation of people with disabilities in the development and review of its annual accessibility plans;
- Ensuring hospital by-law and policies are consistent with the principles of accessibility; and
- The establishment of an Accessibility Working Group at the hospital.

The Accessibility Working Group was authorized to prepare an accessibility plan that will enable Hôpital Notre-Dame Hospital to meet these commitments.

6. Recent barrier-removal initiatives

During the last several years, there have been a number of informal initiatives at Hôpital-Notre Dame Hospital to identify, remove and prevent barriers to people with disabilities. In the past Hôpital Notre-Dame Hospital has always considered the accessibility issues when constructing or renovating an area of its establishments. Some examples of these are during recent renovations, new ramps and electric doors were installed at both major entrances, new accessible bathrooms were added to the day surgery and emergency

Hôpital Notre-Dame Hospital Accessibility Plan

department. The elevators were retrofitted with magic eye system to prevent crushing when doors close.

(a) Review of complaints received by Patient Representative

The hospital Ombudsman regularly conducts monthly reviews of patient complaints including references to accessibility.

(b) Site audit

The members of the working group conducted a site audit on June 24, 2009 and subsequently 7 accessibility barriers were identified.

(c) Access to information and communication:

Information Management team will study the possibility of providing our clients with internet access and ensure that our website is compliant with W3C Web content accessibility guidelines 2.0(WCAG2.0), level A. Also our senior management Team will look into creating a policy for assistant pets.

7. Barrier-identification methodologies

The Accessibility Working Group used the following barrier-identification methodologies:

Methodology	Description	Status
Audit	Site visit	8 barriers identified

8. Barriers identified

In its review, the Accessibility Working Group identified over 9 barriers. Over the next year, the Accessibility Working Group has decided to focus on 4 barriers. This list is divided as follows: Architectural (7), Systemic (1), and Technologic (1).

Type of Barrier	Description of Barrier	Strategy for its removal/prevention
Architectural	Nurses station too high on 2 nd and 3 rd floor	Modify to accommodate all clients and users.

Hôpital Notre-Dame Hospital Accessibility Plan

Architectural	Counter height in 3rd floor accessible bathroom	Lower to standard height and change faucet.
Architectural	Lack of accessible shower on 2nd floor.	Renovate existing storage area into an accessible shower
Architectural	Ground floor washroom near Physio department was not truly accessible	Create a larger area into the old Medical record and Board Room.
Architectural	X-ray washrooms are too small to accommodate a client with reduced mobility.	Use both change rooms to create one.
Architectural	No accessible washroom on basement floor.	Move all client areas to other floors.
Architectural	Elevators in general	Change control panels to an accessible height, and clearly identify floors.
Systemic	No Policy on assistant pets.	Create a Policy that would provide staff with guidelines to follow in the event a client presents himself with an assistant pet.
Technology	No Access to internet for clients	Gradually update our television system to a multi-dimensional information system.

9. Barriers that will be addressed 2009-2010

The Accessibility Working Group will address 6 barriers during the coming year.

Barrier	Objective	Means to removal / prevention	Performance criteria	Resources	Timing	Responsibility
Counter	Render accessible	Lower to standard	Accessible washroom	\$2000.00 Operational budget	8 month	Maintenance Department
Shower	Render accessible	Clean area install new drain and faucets	Accessible shower	\$1000.00 Operational budget	6 month	Maintenance Department

Hôpital Notre-Dame Hospital Accessibility Plan

Washroom	Build to standard	Move wall into old board room and Med Record.	Accessible washroom	Renovation Project 2009	6 month	Sylvie Belanger
Washroom	Redirect Patient flow	Move patient flow to top floors	Accessible washroom	Renovation Project 2009	8 month	Sylvie Belanger
Elevator	Identify floors	Install big numbers by doors	Ease of identification by all	\$100.00 Operational budget	1 week	Maintenance Department
Policy	Guideline for staff	Create a policy	Seamless operation	Accessibility consultant	1 month	Senior management

10. Review and monitoring process

The Accessibility Working Group will meet bi-monthly to review progress. At each meeting, the Working Group will remind staff, either through personal contacts or by e-mail, about their roles in implementing the plan. The Chairperson of the Working Group is also committed to report to the Occupational Health & Safety Committee.

11. Communication of the plan

The hospital's accessibility plan will be posted on Hôpital Notre-Dame Hospital's website and hard copies will be available from the Human Resources department. On request, the plan can be made available in alternative formats, such as computer disk in electronic text and in large print if required. The plan will also be included within the hospital orientation package to new staff.