

Hôpital Notre-Dame Hospital (Hearst)

Hearst, Ontario, Canada



Hôpital Notre-Dame Hospital Accessibility Plan

2014-2019



Prepared by:

the Hôpital Notre Dame Hospital (Hearst) Accessibility committee

This documentation is available on the hospital's website (www.ndh.on.ca)

and in alternative formats and/or with communication support upon request

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Hôpital Notre-Dame Hospital Accessibility Plan

1. Executive Summary

The multi-annual plan for years (2014-2019) is 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 years (2014-2019) 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 identifies 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 years, the Accessibility Working Group recommends focusing on 3 different barrier types.

2. Aim

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

3. 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.

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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.
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.

4. Definitions

For the purpose of this Plan, the following definitions apply (ref. ODA, 2001)

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, and architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

A **'disability'** is:

- 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

5. 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.

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

6. 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 Accessibility Standards as set out by the Accessibility Directorate of Ontario which are applicable to HNDH
- 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 years;
- 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 Senior Team, make the plan available to the public.

Terms of reference and membership list can be found in Appendix A

7. 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 multi-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.

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8. 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, a new accessible shower was added to the acute care department. The elevators were modernized with panel buttons at proper heights. An accessible shower was put back in service on second floor. Adding handrails in the main floor hallway.

(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:

Our clients are provided with internet access and a policy for assistant pets was created.

9. Barrier identification methodologies

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

Methodology	Description	Status
Audit	Site visit	Barriers identified

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10. Barriers identified

In its review, the Accessibility Working Group identified over 6 barriers. Over the next years, the Accessibility Working Group has decided to focus on 5 barriers. This list is divided as follows: Architectural (6), Systemic (0), and Technologic (0).

Type of Barrier	Description of Barrier	Strategy for its removal/prevention
Architectural	Nurses station too high on 2 nd floor	Modify to accommodate all clients and users.
Architectural	Nurses station too high on 3 rd floor	Modify to accommodate all clients and users.
Architectural	Lack of accessible shower on 2 nd floor.	Renovate existing storage area into an accessible shower
Architectural	No accessible washroom directly in main floor hallway	Keep this in mind for when the main floor will be renovated
Architectural	X-ray change rooms are too small to accommodate a client with reduced mobility.	Use both change rooms to create one.
Architectural	Ramp at exterior of Emergency Department difficult to keep clear during winter months	Build a roof over the ramp

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11. Barriers that will be addressed 2014-2019

The Accessibility Working Group will address 5 barriers during the coming years.

Barrier	Objective	Means to removal / prevention	Performance criteria	Resources	Timing	Responsibility
Accessible shower on 3rd floor	Change an existing room with a bath into an accessible shower room	Renovate an existing bathroom		HIRF	2014	Sylvie Bélanger
Roof above ER exterior ramp	Add a roof above the existing ramp	Add a roof above the existing ramp		HIRF	2015	Sylvie Bélanger
Nurse's desk on 3rd floor	Add a section with an accessible counter for visitors and patients	Renovate the 3 rd floor nursing desk		Foundation	2016	Sylvie Bélanger
Accessible shower on 3rd floor	Change an existing room with a bath into an accessible shower room	Renovate an existing bathroom		HIRF	2017	Sylvie Bélanger
Bigger change rooms in Diagnostic Imaging	Have a minimum of 2 bigger change rooms	Take advantage of renovations to the department to create 2 big change rooms		CT Scan project	2018	Sylvie Bélanger

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12. Review and monitoring process

The Accessibility Working Group will meet quarterly 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 Quality Working Group.

13. 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.

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The Hôpital Notre-Dame Hospital Accessibility working Group

Terms of Reference

Purpose

The Accessibility Working Group representing Hôpital Notre-Dame Hospital (Hearst) (HNDH) will oversee the progress in development, review, implementation and evaluation in the field of accessibility. It will also ensure the accessibility needs of employees, patients, visitors are considered and incorporated in our services.

Objectives

- The Working Group will have an understanding of the organization's facilities, by-laws, legislation, policies, programs, practices and services;
- The Working Group will have an understanding of the barriers to access issues for people with disabilities;
- People living with disabilities will be represented in all Accessibility initiatives;
- The Working Group will:
 - Review recent initiatives and successes in identifying, removing and preventing barriers;
 - Identify (list/categorize) barriers that may be addressed in the coming year;
 - Advise the organization regarding the setting of priorities and the development of strategies to address barrier removal and prevention;
 - Enable the enactment of pertinent accessibility legislation and standards;
 - Specify how and when progress is to be monitored;
 - Write, approve (seek Board approval), endorse, submit, publish and communicate the plan;
 - Review and monitor the plan.

Membership

The Working group will be comprised of the following stakeholder representatives;

- Senior Management
- Chief Ancillary Officer
- Technological Service Delivery (IT)
- Physiotherapy Services
- Community members/employees with disabilities
- Community partners
- Staff and Volunteer work groups as required

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Working Group Structure

As a complement to the work of this team, the membership may choose to form sub working groups in order to facilitate collaboration around objectives in the following areas: Training and Awareness, Employment, Customer Service, and others as needed.

Meeting Frequency

The working group will meet quarterly with sub groups meeting on a scheduled determined by the members.

Reporting Relationship

To the Quality Working Group of HNDH

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>
Michèle Côté	Member of the public	705-362-5113
Sylvie Bélanger	Chief Ancillary Officer	705-372-2940
Lynda Morin	Chief Executive Officer	705-372-2910
Nancy Gauthier	Physiotherapist	705-372-2914
Jeanette Vaillancourt	Systems Support	705-372-2905
Nadia Boissoneault	Occupational therapist	705-362-7840

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