

HÔPITAL NOTRE-DAME HOSPITAL (HEARST)

TO: General

CODE:

ADM-GEN-GEN-18

CATEGORY: General

DATE OF APPROVAL:

SUBJECT: Accessibility

APPROVAL:

CHIEF EXECUTIVE OFFICER

NOTE: This document is a CONTROLLED document. Any documents in paper form must be used for reference purposes only. The on-line copy must be considered the current documentation.

DATE	REVIEWED	REVISED

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Source: Ministry for Seniors and Accessibility, Timmins and District Hospital Accessibility Policy

Purpose

The purpose of this Accessibility Program is to establish accessibility standards for all persons at the hospital, consistent with the hospital's Mission, Vision and Values, Ontario's Accessibility for Ontarians with Disabilities Act and Ontario's Human Rights Code. To that end Hôpital Notre-Dame Hospital (Hearst) will identify, remove and prevent barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises, or such other things as prescribed by Ontario's Integrated Accessibility Standards Regulation.

Policy Statement

Hôpital Notre-Dame Hospital (Hearst) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Customer Service Policy Statement: Providing Goods and Services to People with Disabilities

1. Mission:

Ensure that all patients and visitors of HNDH are treated with respect and dignity whether they are disabled or not.

2. Our Commitment

In fulfilling our mission, HNDH always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing Goods and Service to People with Disabilities

NDHD is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

- We are committed to providing a fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by email or letters if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: **wheelchairs located at both ground floor entrances.**

3.4 Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.
- Business Office will answer any question that customers may have about the content of the invoice in person, by telephone or email.

4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. See

[ADM-GEN-GEN-34, Guidelines for Service Animal, Therapy Animal and Patient-Owned Pet Visitation.](#)

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Hôpital Notre-Dame Hospital (Hearst)'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Training for Staff

Hôpital Notre-Dame Hospital (Hearst) will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All individuals who interact with our patients and visitors will be trained on the following topics:

5.1 Ontario Human Rights Code and Customer Service Standard. For example, but not limited to:

- Central reception
- Information
- Human Resources
- Managers
- Directors
- RNs, RPNs, Health Care Aids
- Laboratory
- Diagnostic Imaging
- Physiotherapy
- Oncology
- Telemedicine
- Respiratory Therapy
- Emergency Room
- Operating Room
- Housekeeping
- Business office

This training will be provided during the probation period (usually the first 3 months) after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Hôpital Notre-Dame Hospital (Hearst)'s goods and services

- Hôpital Notre-Dame Hospital (Hearst)'s policies, practices and procedures relating to the customer service standard.

5.2 Employment Standards for all employees in HR.

5.3 Information and Communication Standards for employees in IT and administration.

5.4 Design of Public Spaces Standards for employees in Maintenance

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback Process

The ultimate goal of Hôpital Notre-Dame Hospital (Hearst) is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way HNDH provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, feedback sheet, etc. All feedback will be directed to the Director of Ancillary Services. Responses to feedback will be posted on our web site unless otherwise indicated.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

7. Notice of Availability of Documents

The public is notified that documents related to accessible customer service are available upon request by posting a notice in the following locations:

- Main entrance
- Emergency Department
- Laboratory
- Day Surgery
- Medical Imaging
- Specialty clinic

Employment Standards

Hôpital Notre-Dame Hospital (Hearst) (HNDH) is committed to developing and documenting individual accommodation plans.

8. Request for accommodation shall come from the HNDH employee/volunteer and made to either the employee/volunteer's coordinator, the Human Resources Dept. or Staff Health;
9. Requests for individual accommodation plans will be addressed by HNDH on a one-on-one basis;

10. The staff member's coordinator or Director shall advise the requesting employee/volunteer about the manner in which any employee requesting accommodation will participate in the development of their individual accommodation plan;
11. HNDH may request an evaluation (if required) by an outside medical or other expert to determine if and/or how accommodation can be achieved. The cost for this evaluation shall be paid for by HNDH;
12. HNDH will allow the participation of a representative from the employee's union, or if there is no union, any representative from the workplace selected by the employee, during the development of their individual accommodation plan;
13. At all times HNDH and any person participating in the development/implementation of the individual accommodation plan shall protect the privacy of the employee, volunteer or contractor around workplace accommodation(s);
14. The employee/volunteer and their Coordinator shall determine when the workplace accommodation shall be reviewed and updated. In any case it shall be at least every two years;
15. The Human Resources Coordinator (or their designate) shall provide to the requesting employee reason(s) for any denial of workplace accommodation;
16. An accommodation plan shall be provided in a format that takes into account the employee's disability;
17. An accommodation plan shall include the employee's emergency response information as well as any details specific to communication supports;
18. Copy of the current accommodation plan and any previous accommodation plans shall be kept in the Human Resources department. A current copy of the employee's accommodation plan shall also be kept by the Staff Health Officer.

Redeployment (refers to the reassignment of employees to other departments or jobs within the organization as an alternative to layoff when a particular job or department has been eliminated by the hospital)

19. HNDH will consider the accessibility needs of employees with disabilities as well as any individual accommodation plans when redeploying employees with disabilities;
20. Upon request by the affected employee with disabilities, HNDH will provide consultation to that employee or their representatives about the employee's redeployment;

Accessible Formats and Communication Support

21. All persons with an accommodation plan shall have access to information that is generally available and information that is needed to perform their job in a format that considers their disability;

Emergency Response Procedure(s) for Hospital Staff with Disabilities

22. HNDH will develop an individual emergency response procedure(s) for a worker, volunteer or contractor that has a disability when the worker, volunteer or contractor's disability is not considered by the hospital general emergency response plans;
23. The emergency response procedure(s) shall be developed during the worker's, volunteer's or contractor's accommodation meeting and shall be included in the worker's accommodation plan;
24. The emergency response procedure(s) will be provided to employees, volunteers and contractors based on their accessibility needs;
25. With the consent of the employee, volunteer or contractor, persons who will be helping the accommodated person during an emergency shall be involved in the development of the emergency procedure(s);
26. Emergency response information for an accommodated person shall be reviewed whenever:
(a) the employee, volunteer or contractor moves to a new location, (b) the employee's, volunteer's or contractor's accommodation plan is reviewed, (c) the hospital reviews its general emergency response procedures, and (d) any changes are made to the employee's, volunteer's or contractor's work modifications or at least every 24 months whichever is soonest;

Recruitment

27. Every HNDH recruitment posting (internal and external, printed and electronic) shall include the following: "We are committed to creating an accessible environment for our employees and patients. Requests for accommodation due to a disability (which may be visible or invisible, temporary or permanent) can be made at any stage of application and employment. We encourage candidates to make their accommodation needs known so that we can provide equitable opportunities."
28. All applicants selected for an interview or further assessment shall be informed that they can ask for accommodation;
29. HNDH will consult with the applicant to come up with a suitable accommodation when accommodation is requested by an applicant;
30. A candidate who is offered employment by the hospital shall be informed of the hospital's policy for accommodating employees with disabilities;
31. All new employees shall be informed at their orientation about the hospital's policy for accommodating employees with disabilities;
32. HNDH will regularly communicate its policy on workplace accommodation to all employees;

Performance Management

33. HNDH will consider the accessibility needs and individual accommodation plans of employees with disabilities when assessing their work performance, productivity and effectiveness.

Career Development and Advancement

(Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another that may be higher in pay, provide greater responsibility and or be at a higher level in the organization. Additional responsibilities and employee movement shall be based on merit and or seniority.)

34. HNDH will ensure that all employees with disabilities:
- a) have opportunity for learning and personal development, and
 - b) are aware of opportunities for transfers and promotions by way of formal contact in order to avoid excluding anyone who may be interested;
35. HNDH will provide career development and advancement information in a way that is consistent with the accommodation needs of employees with disabilities;
36. HNDH will consider the accessibility needs as well as any individual accommodations plans when providing career development and advancement to employees with disabilities;
37. HNDH will provide an employee who has accommodation needs or an accommodation plan with training on the essential job duties when transferred or promoted.

Preventive and Emergency Maintenance of Accessible Elements

38. The Maintenance dept. will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
39. HNDH personnel will inspect applicable accessible elements that are available for use on hospital premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the location's manager and the Maintenance Dept. so they can be addressed. Typically, a work order will be generated and sent to the maintenance dept. for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
40. In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
41. To the extent possible, HNDH personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary way-finding signage, and/or posting notices, as indicated below.
42. **Notice of temporary disruption**

Hôpital Notre-Dame Hospital (Hearst) will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

43. Modifications to This or Other Policies

We are committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Hôpital Notre-Dame Hospital (Hearst) that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

44. Questions About this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Chief Human Resources Officer of Hôpital Notre-Dame Hospital (Hearst).



NOTICE DISRUPTION IN SERVICE

There will be disruption to our regular service:

from _____ to _____

This disruption includes:

Thank you for your patience.



WE CARE WHAT YOU THINK CUSTOMER FEED BACK FORM

Dear Client/Patient :

Thank you for sharing your feedback with us. Your comments are important because we strive to meet the needs of all of our clients and patients.

Please submit this form to any Hôpital Notre-Dame Hospital official/representative or you may fill out the Questions and Comments form on our web site www.ndh.on.ca.

Responses to feedback will be posted on-line at www.ndh.on.ca unless otherwise indicated. The identity of the author will be kept strictly confidential.

Date: _____ Time : _____

What services were you looking for? _____

Was our customer service provided to you in an accessible manner?

☐ Yes

☐ Somewhat

☐ No

Comments : _____

Did you have any problems accessing our goods and services? ☐ Yes ☐ No

Comments : _____

What could Notre-Dame Hospital do to make it easier for you to access our goods and services? _____

If you would like to be contacted please complete the following:

My preferred method of contact is :

☐ Mail

☐ Phone

☐ E-mail

☐ Other (Please specify) _____

Name : _____ Telephone : _____

Address : _____ E-Mail : _____

May we post your comment on our website? ☐ Yes ☐ No



HÔPITAL
NOTRE-DAME
HOSPITAL (HEARST)

Appendix C

REQUEST FOR DOCUMENTATION IN ALTERNATIVE FORMAT

Notre-Dame Hospital is committed to providing information in the format that meets your needs. If you need information in an alternative format, please use this form to let us know which format is best for you.

Alternatively, call (705) 362-4291 Ext. 0 to make a verbal request.

Name : _____

Address : _____

City/Town : _____ Postal Code : _____

Telephone : _____ Fax number : _____

E-Mail address : _____

Name of document required : _____

Additional Description of Document : _____

Format requested : ex. html, text, large format text, etc. (Please indicate any specific technical needs.)

Date information is required : _____

Internal Use – To be completed by Notre-Dame Hospital		
Date Recieved	Document's originating department/Contact	Date Completed



Notice

Accessible formats of our documents are available upon request. Please ask for a request form to fill or you may make a verbal request to receive materials in a format that meets your needs.

Thank you

Avis

Nos documents sont disponibles sur demande en formats accessibles. Veuillez demander un formulaire de demande à remplir ou vous pouvez faire une demande verbale pour recevoir des documents dans un format que répond à vos besoins.

Merci

Appendix E

Hôpital Notre-Dame Hospital (Hearst)

Accessible Interview Checklist

- ☐ **Location of the interview**—Can an applicant with a disability access your facilities? Example: Is your office accessible to an individual who uses a mobility aid (e.g., a walker or wheelchair)? If not, consider having the interview at an alternative location.
- ☐ **Format of the skills assessment tests**—Are your assessment tests accessible to an applicant with a disability? Do the tests allow a candidate to demonstrate her knowledge and skills? Example: Are your computerized tests accessible to an individual with vision loss who uses a screen reader? If not, consider switching to vendors that use accessible technology. Does the candidate have reading challenges? Consider conducting an oral test or using text-to-speech software.
- ☐ **Room set-up for in-person interviews**—Is your interviewing room set up in an accessible fashion? Example: An individual with hearing loss may require a brightly lit room (in order to lip-read, if necessary) or one that is quiet (to minimize distractions) so she can perform at her best. For the exclusive use of Constance Exley, director@accessontario.com, Accessibility Ontario. Find this report and other Conference Board research at www.e-library.ca 125 Appendix A | The Conference Board of Canada
- ☐ **Interviewing timelines**—Can an individual with a disability perform, in the interview, within the timelines expected? Example: A health issue can sometimes make it difficult for a person with a disability to perform successfully during short, timed interviews, which can involve a considerable amount of stress. Consider stretching out your timelines for individual interviews, extending the time between interview rounds, or providing additional time on skills tests. Also consider the job the individual is applying for. If it is a part-time position, does the interviewing process last longer than a regular shift the individual would work?
- ☐ **Support**—Can an individual with a disability bring a support person to an interview? Example: A person with a developmental disability may have support workers or family members who assist her. Consider allowing a support worker/family member to attend the interview, as he may have additional or more detailed information about the candidate's abilities and may ask questions that the applicant has not had a chance to consider.
- ☐ **Paperwork**—Can the individual fill out any paperwork that is required? Example: An individual with vision loss or a learning disability may have trouble filling out a written form. Consider having a staff member available to assist the applicant in filling out any required forms.

Hôpital Notre-Dame Hospital (Hearst)

Job Posting Template

Internal job posting sample:

JOB POSTING #16	
POSTING DATE:	March 24, 2025
CLASSIFICATION:	PERSONAL SUPPORT WORKERS Regular part-time
DEPARTMENTS:	Complex Continuing Care and Acute Care units
QUALIFICATIONS:	<ul style="list-style-type: none">➤ Completion of an accredited PSW certificate course or equivalent.➤ Must possess a CPR or BLS certificate.➤ Some knowledge of techniques used in caring for the elderly.➤ Ability to work safely, following established safety practices and procedures.
ASSET:	➤ Ability to communicate in both official languages (oral and written).
REQUIREMENT:	➤ Demonstrated positive work record and good attendance record.
SALARY:	As per Collective Agreement
CLOSING DATE:	March 27th, 2025 at 09 h 00 a.m.
Please submit your application to the Human Resources Office.	
<hr/>	
<p>Nous nous engageons à créer un environnement accessible pour nos employés et nos patients. Les demandes d'aménagement en raison d'un handicap (qui peut être visible ou invisible, temporaire ou permanent) peuvent être faites à tout moment du processus de candidature et d'emploi. Nous encourageons les candidats à faire connaître leurs besoins en matière d'aménagement afin que nous puissions offrir des opportunités équitables.</p> <p>We are committed to creating an accessible environment for our employees and patients. Requests for accommodation due to a disability (which may be visible or invisible, temporary or permanent) can be made at any stage of application and employment. We encourage candidates to make their accommodation needs known so that we can provide equitable opportunities.</p>	

External job posting sample:

Hôpital Notre-Dame Hospital (Hearst)
SUMMER STUDENT JOB OFFER
The hospital is looking to hire students during the summer season.
<ul style="list-style-type: none">• Maintenance and yard work aides (2)<ul style="list-style-type: none">• Laboratory aide• Food Services aide• Patient care
Interested candidates are requested to send their resume to hr@ndh.on.ca or complete the on-line application at www.ndh.on.ca
<p>We are committed to creating an accessible environment for our employees and patients. Requests for accommodation due to a disability (which may be visible or invisible, temporary or permanent) can be made at any stage of application and employment. We encourage candidates to make their accommodation needs known so that we can provide equitable opportunities.</p> <p>We will only communicate with the candidates chosen for an interview.</p>

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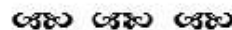
Hôpital Notre-Dame Hospital (Hearst)

Notification to Successful Applicant Template

CANDIDAT(E) ÉLU(E) / SUCCESSFUL CANDIDATE #14

Commis Réception Centrale / Central Reception Clerk

Suite à l'affichage du poste #14 daté du 12 mars 2025, veuillez noter que
occupera le poste à temps partiel
régulier temporaire en tant que commis à la
réception centrale.



Following the posting #14 dated March 12th,
2025, please note that
will be assuming the temporary part-time
role of Clerk in the Central Reception
department.

March 21st, 2025

Hôpital Notre-Dame Hospital (Hearst) has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact The Chief HR Officer at 705-372-2938 or by e-mail at hr@ndh.on.ca so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.

L'Hôpital Notre-Dame (Hearst) a mis en place un processus d'accommodement et offre des mesures d'adaptation aux employés en situation de handicap. Si vous avez besoin d'un accommodement particulier en raison d'un handicap ou d'un besoin médical, veuillez contacter le Chef des ressources humaines au 705-372-2938 ou par courriel à hr@ndh.on.ca afin que les dispositions nécessaires puissent être prises avant le début de votre emploi.



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Hôpital Notre-Dame Hospital (Hearst)

Employee Emergency Response Information

Please complete this worksheet to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us provide you with individualized emergency information.

The information collected is confidential and will only be shared with your consent. You **do not** have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Date: _____

Employee Information

Name: _____

Department: _____

Telephone: _____

Email: _____

Mobile Phone: _____

Emergency Contact Information

Name: _____

Telephone: _____

Email: _____

Mobile Phone: _____

Relationship: _____

Work Location

1. Where do you work?

Department: _____

Floor: _____

Room Name/Number: _____

2. Do you work in different places on a regular basis?

☐ Yes

☐ No

List the departments, floors and/or locations: _____

Potential Emergency Response Barriers

3. Can you see or hear the fire/security alarm signal?

☐ Yes ☐ No ☐ Don't Know

If no, what would help you know the alarm was flashing/ringing?

4. Can you activate the fire/security alarm system?

☐ Yes ☐ No ☐ Don't Know

If no, what would help you sound the alarm?

5. Can you talk to staff during an emergency?

☐ Yes ☐ No ☐ Don't Know

If no, what would help you to communicate with them?

6. Can you use the emergency exits?

☐ Yes ☐ No ☐ Don't Know

If no, what would help you to exit the building?

7. Does your mobility device fit in an area near you?

☐ Yes ☐ No ☐ Don't Know

If no, what would help it fit, or is there a better location?

8. Could you find the exit if it was smoky or dark?

☐ Yes ☐ No

If no, what would help you find the exit?

9. Can you exit the building by yourself?

☐ Yes

☐ No

If no, what would help you to get out?

10. Would you be able to evacuate during a stressful and crowded situation?

☐ Yes

☐ No

If no, what would help you evacuate?

Instructions: _____

11. Can you read/access our emergency information?

☐ Yes

☐ No

If no, what would make this information available to you?

12. If you need help to evacuate, what instructions do people need to help you?

Instructions: _____

13. If you need other accommodations in an emergency, please list them here.

Accommodations: _____

Hôpital Notre-Dame Hospital (Hearst)

Individualized Workplace Emergency Response Information

All information in this document is confidential and will only be shared with the employee's consent.

Individualized Workplace Emergency Response Information for:

Name: _____ Department: _____

Emergency Contact Information

Name: _____ Telephone: _____

Email: _____ Mobile Phone: _____

Relationship: _____

Work Location

Department: _____ Floor: _____

Room Name/Number: _____

Emergency Alerts

_____ will be informed of an emergency situation by:
[Name of employee]

[check all that apply]

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Existing alarm system | <input type="checkbox"/> Pager device |
| <input type="checkbox"/> Text on cellular | <input type="checkbox"/> Co-worker |
| <input type="checkbox"/> Other (Specify): _____ | |

Assistance Methods

List types of assistance (e.g. staff assistance, transfer instructions, etc.)

Equipment Provided

List any devices, where they are stored, and how to use them. Ex: Wheelchair in main entrance)

Evacuation Route and/or Procedure

The same procedure used for patients will be used. Code Green

Emergency Support Staff

The following people have been designated to help in an emergency:

Name	Location and/or Contact Information	Type of Assistance
------	--	--------------------

Consent to share individualized emergency response information

I _____[Name of employee] consent to Hôpital Notre-Dame Hospital (Hearst) sharing this individualized emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Signature: _____

Date: _____

Form completed by: _____

Signature: _____

Date: _____

Form reviewed by: _____

Signature: _____

Date: _____

Next review date: _____

Hôpital Notre-Dame Hospital (Hearst)

Accommodation Plan

Date: _____

Employee Information

Name: _____

Department: _____

Telephone: _____

Email: _____

Mobile Phone: _____

Coordinator or Executive Leader: _____

Limitations	Job-related tasks/activities affected by limitations	Is this an essential job requirement?

Sources of expert input into the individual accommodation plan (Ex: human resources, staff health, family doctor, physiotherapist, specialist)

Accommodation measures are to be implemented from _____ (start date) to _____ (end date).

If no end date is expected, the next review of this accommodation plan will occur on: _____ (Review date)

NB. Should be reviewed annually, at a minimum.

Description of Accommodation Measure(s)

Which job requirements and related tasks require accommodation?	What are the objectives of the accommodation (i.e., what must the accommodation do to be successful?)	Which accommodation strategies/tools have been selected to facilitate this task/activity?

Roles and Responsibilities

Outstanding actions to Implement accommodation	Assigned to	Due Date

Additional Included Documents

Emergency Plan ☐ Yes ☐ No

Accessible Communications ☐ Yes ☐ No

Return-to-Work Plan ☐ Yes ☐ No

Employee's signature

Manager's signature