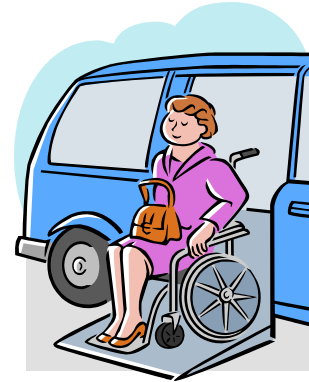


Hôpital Notre-Dame Hospital (Hearst)

Hearst, Ontario, Canada



Multi-Year Accessibility Plan 2024-2029

Hôpital Notre-Dame Hospital (Hearst)



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

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

Description of the Facility

Hôpital Notre-Dame Hospital (Hearst) (HNDH) is a complex health care facility with a broad range of public services. Hôpital Notre-Dame Hospital (Hearst) 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.

Accessibility Committee

The Chief Executive Officer, in consultation with the Board of Directors, formally constituted the Accessibility Committee in June 2003 with the following mandate:

- 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 Quality Working Group, make the plan available to the public.

Statement of Commitment

Hôpital Notre-Dame Hospital (Hearst) strives to meet the needs of its employees, patients, and community members with disabilities and is working diligently to remove and prevent barriers to accessibility.

HNDH is committed to fulfilling its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. This multi-year accessibility plan outlines the steps we are taking to meet those obligations and improve access and opportunity for people with disabilities.

This plan demonstrates how HNDH is contributing to an accessible Ontario for all and will be reviewed and updated at least once every five years.

We provide training to all staff as soon as reasonably practicable after hire and ensure updates are communicated and supported with training. We keep records of all accessibility training, including dates, topics, and the number of individuals trained.

Section 1: Past Achievements to Remove and Prevent Barriers

Customer Service

- Ensured all patient-facing staff were trained in accessible customer service practices.
- Updated signage to ensure clarity, visibility, and bilingual content where needed.
- Created accessible feedback processes via phone, online, and in person.
- Ensured patients with service animals or support persons had access to services.

Information and Communications

- Updated public-facing signage with high-contrast fonts and symbols.
- Added speech-to-text tablets in the Emergency Department.
- Provided alternate formats of patient information upon request (e.g., large print, digital).
- Website now meets WCAG 2.0 Level AA compliance.

Employment

- Embedded accessibility in all stages of the employment lifecycle.
- Updated job postings and interviews to allow for accommodation.
- Provided alternate formats of onboarding materials and emergency procedures.

Procurement

- Included accessibility considerations in procurement policies.
- Ensured accessible equipment and furnishings were prioritized in recent renovations.

Self-service Kiosks

- Not applicable at this time.

Training

- Ongoing AODA training to all new hires.
- Annual accessibility refresher training added in 2025.
- Trained leaders on accessible hiring and performance management.

Design of Public Spaces

- Added 2 accessible parking spots near the 2023 addition.
- Installed handrails and high-contrast stair edges throughout public hallways.
- Added accessible showers in the Acute department and the Complex Care department.
- Removed third set of doors at main entrance.

Preventive and Emergency Maintenance of Accessible Elements

- Established preventative maintenance schedules on accessibility elements in order to keep them in good working condition.

Other Initiatives

- Established regular Accessibility Site Audit led by the Committee.
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Section 2: Strategies and Actions (2024–2029)

Customer Service

HNDH is committed to providing accessible customer service of the same high quality and timeliness as that available to all Ontarians.

Planned initiatives:

- Continue providing training to all new hires within 30 days of hire (2024–2029).
- Conduct annual accessibility refreshers for all staff (Ongoing).
- Continue collecting and acting on accessibility-related feedback (Ongoing).

Information and Communications

HNDH is committed to ensuring that information and communications are accessible.

Planned initiatives:

- Expand assistive communication tools in patient care areas (2025–2026).
- Ensure all online documents meet accessibility standards (Ongoing).
- Redesign signage to increase wayfinding and high-contrast visibility (2026–2027).

Employment

HNDH is committed to fair and accessible employment practices.

Planned initiatives:

- Formalize an accommodation policy (2025).
- Ensure accessible formats are available for all HR documents (2025–2026).
- Train hiring managers annually on inclusive hiring practices (Ongoing).

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Procurement

HNDH is committed to accessible procurement where applicable.

Planned initiatives:

- Update procurement policies to mandate accessibility checks (2025).
- Ensure new service contracts and RFPs include accessibility criteria (2025–2027).

Self-service Kiosks

HNDH currently does not use kiosks but is committed to accessible design if future kiosks are introduced.

Planned initiatives:

- Apply inclusive design if patient self-service kiosks are implemented (contingent on future projects).

Training

HNDH is committed to accessibility training.

Planned initiatives:

- Continue training new hires and volunteers on AODA and the Human Rights Code (Ongoing).
- Maintain a digital record system of all staff training completions (2025–2030).

Design of Public Spaces

HNDH will meet AODA design requirements when constructing or renovating public spaces.

Planned initiatives:

- Add a new accessible washroom to the main public space (2025).
- Apply for a new patient wing with accessible design features (approval target 2027).
- Install new automatic doors in the Physiotherapy and Emergency departments. (2024–2025).
- Continue adding ceiling lifts in patient rooms (2024–2029).

Preventive and Emergency Maintenance of Accessible Elements

- Continue encouraging personnel to identify and report any defect or needed repairs to the Maintenance department.

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Other Initiatives

- Maintain a standing Accessibility Working Group (Ongoing).
 - Conduct site audits every 2 years (Next: 2026, 2028).
 - Include this plan in all new staff orientation packages (Ongoing).
 - Track and report progress to the Quality Committee annually.
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For More Information

For more information about this accessibility plan, please contact:

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Our plan is available online at: <https://www.ndh.on.ca/visiting-us/#accessibility>

Accessible formats are available on request from the Human Resources Department.