



Mission

We create exemplary healthcare experiences with patients and families every time

Vision

Exceptional Care – Exceptional People – Exceptional Relationships

Values

Compassion, Accountability, Respect, Excellence (CARE)

Accessibility Plan 2018 to 2020

Bluewater Health is committed to the continual improvement of access to hospital facilities, policies, programs, practices and services for: patients, family members, staff, healthcare practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plans; and the provision of quality services to all patients, family members and members of the community with disabilities. An **action plan** is **prepared bi-annually**, to identify existing barriers for individuals with disabilities, and outline plans to remove these barriers.

2018-2020 Action Plan to Reduce Barriers to Access for Ontarians with Disabilities

- Introduction
- Summary of recent barrier removal initiatives
- Barriers identified and action plan
- AODA Integrated Standard compliance requirements
- Barrier identification methodologies
- Communication of the Annual Plan
- Appendix A: Committee Membership and Terms of Reference

Introduction

Bluewater Health has formed an Accessibility Advisory Committee to:

- Review recent measures taken to remove barriers
- Identify barriers, and measures taken to remove barriers in the bi-annual plan
- Develop the multi-year accessibility plan
- Publicize and communicate the plan
- Develop policies and procedures specific to the AODA Standards and implement actions to achieve regulatory compliance

Summary of recent barrier removal initiatives from 2015 - 2017

Examples of barriers that have been removed:

- Various signage and wayfinding on the first floor registration area was changed in response to feedback.
- The revolving door at the main entrance was replaced with a motion sensitive sliding door.
- Access was made available between the Emergency Department and the main atrium area.
- An alternate place to service coffee orders was set up in the atrium for the summer months to make the service more accessible.
- Greeters at the main entrance provide personal support and assistance to persons with a disability. The volunteers are trained to use Staxi chairs and provide wayfinding instructions.
- Two charging stations were set up and identified for battery-operated mobility devices, one at the front entrance and one in the atrium. These have been identified by standard signage.
- Improved lighting around the glass at patient registration

Building Improvements List

The Building Services Department maintains a list of accessibility items that have been identified for improvement.

Identified Barriers List

The Patient Experience Specialist maintains a list in the RL6 system of accessibility concerns submitted by the public.

These are public concerns or complaints that have been received and being addressed.

1. No place to sit while waiting for the elevator, for persons with a mobility disability.
Suggested placing benches at elevators.
2. Public toilets too low at Diagnostic Imaging and Tim Hortons as well as some patient areas in London Building.
Suggested a raised toilet seat.
3. Occupational Health door difficult to enter in a wheelchair.
Recommend installing an automatic door opener.

2015-2017 Activities

- 1.) The Accessibility Advisory Committee had a building assessment completed by a third party to give recommendations for improvement.
- 2.) The Accessibility Advisory Committee has developed statements for job postings and our hiring/employment practices for hiring people with disabilities. These practices have been implemented by HR and include an accommodation statement on all job postings.
- 3.) The Accessibility Advisory Committee created a policy for providing communications in different formats, for persons with disabilities. This policy was communicated to staff via the Bluewater Health Intranet site and via the LIFE newsletter.
- 4.) e-learning courses were assigned to staff and managers that cover the compliance requirements for providing education about the integrated standards.

Barrier Identification Methodologies

Methodology/Description	Status
Accessibility Advisory Committee reviews requirements identified in the integrated standards	Members of the Committee meet to review complaints and concerns and to interpret requirements outlined in the integrated standards for the current and upcoming year.
Staff and Public Feedback	The public provides feedback via the Bluewater Health website accessibility feedback form and/or 'Contact Us' feedback form. Alternatively, customers can use our compliments and concerns process by telephoning, email or face to face meetings
Audits/surveys	The Accessibility Advisory Committee monitors progress with addressing deficiencies outlined in audits and surveys

Communication of the Annual Plan

a) Objective

Bluewater Health will continue to communicate the hospital's support for the enactment of the accessibility for Ontarians with Disabilities Act and its efforts to identify and eliminate barriers for people with disabilities. Our plan for 2018 to 2020 will ensure compliance with AODA regulations and respond to issues or concerns that are identified for improvement.

b) Key Audiences

- Patients, visitors, staff, physicians, students and volunteers with and without disabilities
- Community partners
- Patient representatives

c) Strategies

- Enhance communications vehicles to make the accessibility plan publicly available and to highlight steps taken to reduce barriers
- Integrate sensitivity access issues into existing customer service initiatives
- Continue to educate managers, staff, physicians, students and volunteers about the accessibility plan, the hospital's commitment to improving accessibility and expectations for all staff
- Develop corporate policies and procedures in conjunction with the AODA standards

d) Vehicles

1. Utilize existing communications vehicles to make accessibility plan widely available to the community:
 - Profile accessibility enhancements in Bluewater Health staff and patient publications
 - Utilize technology such as the Bluewater Health website, corporate intranet and e-learning as a means to access information and increase knowledge about regulations, policies, and procedures specific to accessibility for persons with disabilities
2. Educate managers, staff, physicians, volunteers and students:
 - Appropriate materials to be included in staff/volunteer orientation
 - Posting of accessibility plan, implementation plan, etc. on website and intranet.
 - Add accessibility education to the essential training matrix of mandatory courses for staff

e) Evaluation

- The Accessibility Advisory Committee will analyze feedback comments and concerns from clients
- Periodically an accessibility survey will be conducted to reveal if ongoing barriers exist
- The Accessibility Advisory Committee will monitor the annual accessibility plan to determine if action items are followed through.

Projects Started or Completed in 2018

- The installation of a concrete pad outside of the emergency department to make the sidewalk accessible:

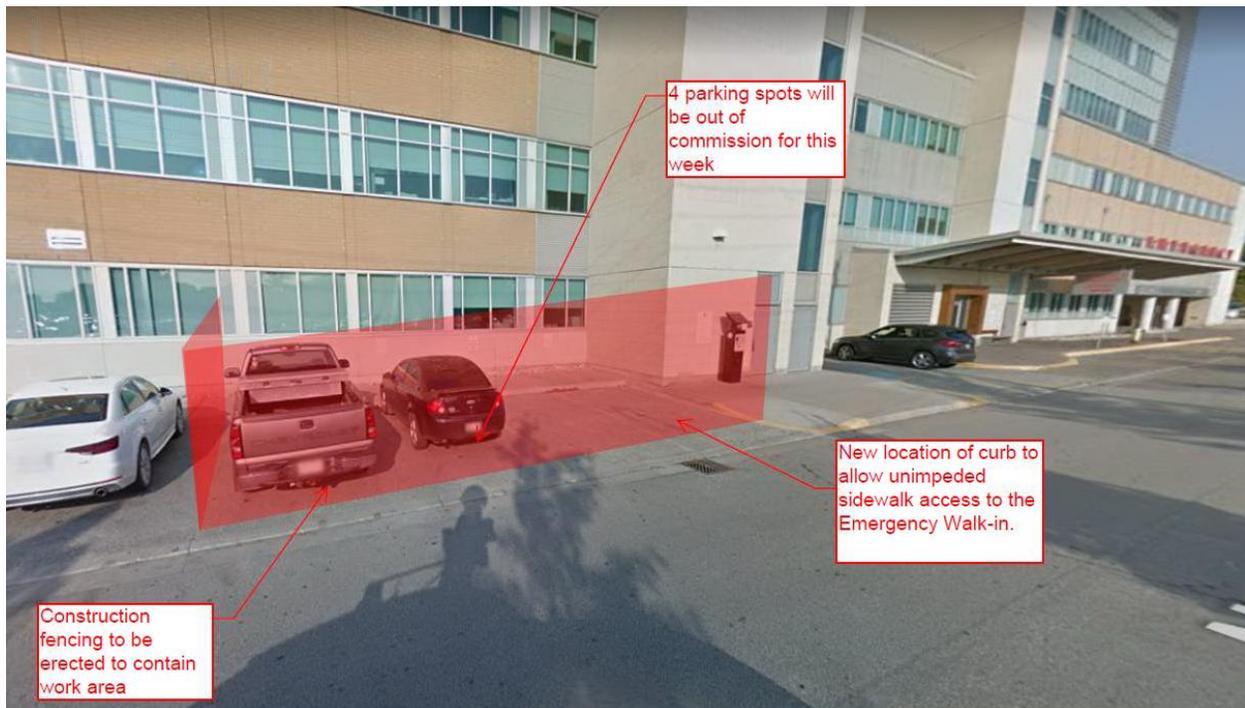


Fig.1 – a picture of the identified location to have an accessible sidewalk installed with the removal on one parking spot.

- The investigation, receipt of quotes and options to install some sort of visual cue on the doors at the front entrance. These doors continue to be an issue when those with vision challenges mistake the clear glass for an open door.

- The identification of doors within the facility that may need a door operator installed to make the location more accessible – identified to date are the doors at Human Resources and Occupational Health.