



Mission

We create exemplary healthcare experiences for patients and families every time

Vision

Exceptional Care – Exceptional People – Exceptional Relationships

Values

Compassion, Accountability, Respect, Excellence (CARE)

Bluewater Health Accessibility Plan 2015 to 2017

Bluewater Health is committed to the continual improvement of access to hospital facilities, policies, programs, practices and services for: patients, 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 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.

2015 -2017 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 developed 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 2014 - 2015

Examples of Barrier that Have Been Removed:

- Various signage and way finding on the first floor registration area was changed in response to feedback.
- The revolving door at the main entrance will be replaced with a motion sensitive sliding door
- Access was made available to and from the Emergency Department to the main Atrium area.
- A queuing system was set up in the corridor at the Tim Horton's counter to alleviate barriers to pedestrian traffic.
- 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 way finding instructions.
- The Russell Street entry door is a motion activated sliding door that provides easy access for person's in a wheelchair or motorized scooter. The door was originally designated as a staff only entry point that required an ID badge to open the door. The card access was removed and it is now both a staff and public entry door.

Building Improvements List

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

Identified Barriers List

The Patient Relations/Patient Advocate Department maintains a list in the Risk Monitor Pro system of accessibility concerns submitted by the public.

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

1. Parking tickets issued multiple times to an individual that drops his wife off at the canopy area by the revolving door.
Recommended solution is to provide more spaces for patient drop off at underground parking.
2. No place to sit while waiting for the elevator, for persons with a mobility disability.
Suggested placing benches at elevators.
3. Public toilet too low at Diagnostic Imaging. Concern submitted directly to the Administration Department.
Suggested a raised toilet seat.
4. Mammography door difficult to enter in a wheelchair.
Recommend installing an automatic door opener.

2015 Activities

- 1.) The Accessibility Advisory Committee has developed a tracking sheet for complaints and concerns brought forward from the public that relate to physical accessibility barriers or hazards. Also, the Committee records and tracks concerns in the Risk Monitor Pro system.
- 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 Inside 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

<i>Methodology/Description</i>	<i>Status</i>
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 BWH 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 Plan to conduct a staff, volunteer, and physician workplace experience survey in Q1, 2016.

Communication of the Annual Plan

a) Objective

Bluewater Health will continue to communicate the Hospital's support for the enactment of the Ontarians with Disabilities Act and its efforts to identify and eliminate barriers for people with disabilities. Our plan for 2015 to 2017 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 BWH 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.