



Quality Service, Pride, Trust & Teamwork

**Santé Manitouwadge Health**

**Accessibility for Ontarians with Disabilities Plan**

2018-2021

The purpose of the Ontarians with Disabilities Act, 2005 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, the ODA requires each hospital to prepare and implement and maintain a multi-year accessibility plan and post it on your organization's website?

This plan was prepared by the Accessibility Working Group of Sante Manitouwadge Health (SMH).

SMH will continue 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 people with disabilities in the development and review of its annual accessibility plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

This plan addresses barriers identified by the Accessibility Working Group for people with disabilities. The Working Group recommends elimination of 5 of these barriers.

**Aim:**

This plan describes: (1) the measures that SMH has taken in the past, and 2) the measures that SMH will take during the next year to identify, remove and prevent barriers to people with disabilities who live, work in or use the hospital.

**Objectives**

This plan:

- I. Describes the process by which SMH will identify, remove and prevent barriers to people with disabilities.
- II. Reviews efforts at SMH to remove and prevent barriers to people with disabilities over the past year.
- III. Describes the measures SMH will take in the coming year to identify, remove and prevent barriers to people with disabilities.
- IV. Describes how SMH will make this accessibility plan available to the public.

**Description of Sante Manitouwadge Health**

SMH is an integrated facility which incorporates the hospital, Primary Care Physician offices, Family Health Team and also hosts various community programs such as North of Superior Counseling Programs, the Thunder Bay District Public Health Unit and others who rent space from the hospital.

SMH was established to serve the health care needs of the residents of Manitouwadge and area and is operated by the Santé Manitouwadge Health Corporation under the authority granted to it by the Province of Ontario.

**Vision** – Working together, keeping you healthy:

**Mission** – Your total healthcare experience: compassionate, exceptional and innovative.

**Statement of Values** – Pride, Trust, Teamwork.

**The Accessibility Working Group**

The Accessibility Working Group was established to identify barriers disabled individuals face in accessing our facility and services and to recommend solutions. Members from administration, staff and the public will constitute the core working group. The group is free to invite other members for specific input as needed.

**Hospital Commitment to Accessibility Planning**

SMH Board of Directors is committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act* and has adopted the Accessibility Planning Standard. It states that the SMH Board of Directors is committed to accessibility planning which will include:

- The continual improvement of access to our 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 our annual accessibility plans;
- We are committed to ensuring our by-laws and policies are consistent with the principles of accessibility; and
- We are committed to ongoing engagement with the Accessibility Working Group at our hospital.

**Barrier Removals of the Previous Year**

During the past year 2019/2020, the following barriers to people with disabilities were removed:

**Transportation** through a “My-Ride” program in collaboration with the Township of Manitouwadge.

**Garage** built to house “My-Ride” vehicle.

**Additional Designated Parking** with appropriate signage near the Family Health Team Entrance for those with disabilities.

Web site enhancements in progress for launch 2020

**Current Barrier Identification (2017- 2020)**

	Type of Barrier	Description of Barrier	Strategic resolution
1	Architectural	Reception desk too high for individuals in W/C	Redesign of reception desk-completed 2018
2	Communication	Bed side phones are not TTY compatible Closed caption on TV Small dial buttons on phones.	Explore amplifier system for telephone system. Most phones currently have volume controls on them. TTY not recommended by

		<p>Self-serve Kiosk added at Primary Care /Physician Group entrance of building (Not hospital entrance)</p>	<p>member with hearing loss due to better options. Closed caption has been turned on all waiting room TVs and is offered in each patient room. Explore larger button option and amplifier for phones.</p> <p>The kiosk is designed to meets needs of all people in regards to height, including wheelchair and assistive devices needs, visibility of display screens, location and accessibility. Signage is posted for patients and staff help is always available.</p> <p>Future purchases of kiosks will have audio and speech capability investigated as an potential enhancement to the system.</p>
3	Architectural	Some fire doors did not have working door openers	2018 All faulty door openers have been repaired/replaced.
4	Technological	SMH website cannot be used by people with visual impairments or who use screen reading software.	<p>Technological solutions to address needs of users of our web site with vision impairments. “Read Please” program link was added to our web site. –</p> <p>2019/20 – New website currently being designed with rollout date of 2020</p>
6	Policy and Procedures	Ensure communication policies for people with disabilities .are publicized available through our website as well as available in means appropriate to patient requirements	Oct 2019 All AODA P&P have been fully reviewed including the communication. Links to policies and AODA requirements are on our website. All items are available internally, on the intranet and print based.

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			<p>2018 Review admissions/ registration process to incorporate identification of disabled clients-completed 2019/20 – All current employed staff have had AODA training. This is a mandatory component during orientation of all new employees.</p> <p>All employees will be required to complete “Applying Human Rights Principles”: This has become a mandatory component during orientation of new employees.</p>
7	Accessibility	Parking for those with disabilities was not available at the Primary Care/FHT entrance when they physically moved into SMH building	2019 Additional Designated parking spots were assigned near this entrance and posted with the appropriate signage.
8	Accessibility	SMH and the township of Manitowadge will partner in the delivery of transportation services for local medical appointments. A fully accessible van will service those in need.	<p>2019 MOH Agreement in place with township.</p> <p>Garage for housing of vehicle (My-Ride) has been assigned to SMH and completed as planned - Fully completed 2020.</p> <p>Township employee will integrate within SMH space to coordinate rides and volunteers.- completed 2019</p> <p>2020 - 2021 Continue to lobby township and MOH to extend transportation funding.</p>
9	Accessibility	SMH will conduct a review of all paved surfaces and entrances to ensure a smooth surface for movement with or without assistance and devices	2021 – Maintenance has identified this review as a priority during appropriate weather and seasons.

**Review and Monitoring Process**

The Accessibility Working Group will meet a minimum of once per year to review the progress. Any exigent circumstances, which arise, will be dealt with by holding an emergency meeting.

**Communication of the Plan**

SMH's accessibility plan will be available from Administration and posted on the website. On request, the plan can be made available in alternative formats, such as computer disc in electronic text or in large print.