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**Multi-Year Accessibility Plan Requirement**

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Regulation 191/11: Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

**General Disclaimer**

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

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**Sample Plan**

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**Message from the CEO**

Santé Manitouwadge Health is committed to providing excellent customer service its employees and customers, including those with disabilities. The policy of SMH is to function within the guidelines set out in the *Accessibility for Ontarians with Disabilities Act (AODA), 2005* and/or the related Ontario Regulation 429/07, Customer Service Standard. Any policy, practice or procedure that requires modification or removal will be done promptly and respectfully, in a way that promotes the principles of dignity, independence, integration and equal opportunity for people with disabilities. Our commitment is to review this plan at least every 5 years. Our Multi-Year Accessibility Plan shows how SMH will play its role in making Ontario an accessible province of all Ontarians.

Debbie Hardy  
CEO





**Introduction**

Santé Manitowadge Health 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 established to serve the health care needs of the residents of Manitowadge and area and is operated by the Santé Manitowadge 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 and Teamwork

Santé Manitowadge Health

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Santé Manitowadge Health

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

**Section 1. Past Achievements to Remove and Prevent Barriers**

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.



has completed the following accessibility initiatives.

### **Customer Service**

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

In June 2005 the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created to ensure that all the people with disabilities are treated with respect, dignity and equality. SMH values the patients' right to accessible services.

### **Information and Communications**

Detail actions and list initiatives from past years.

Barrier-SMH's website could not be used by people with visual impairments or who use screen reading software Strategic Resolution-Technological solutions to address needs of our website with vision impairments. "Read Please" program link to be installed to website and the font enlarging feature is available on website.

### **Employment**

Detail actions and list initiatives from past years.

### **Procurement**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### **Self-service kiosks**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Barrier-Self serve Kiosk added at primary care/physician group entrance of building (not hospital entrance) Strategic Resolution-Signage is posted for patients and staff is always available to help. Future purchases of kiosks will have audio and speech capability investigated as a potential enhancement to the system and placed throughout

### **Training**

List initiatives from past years, if applicable.

All staff and volunteers are required to complete the AODA on-line education through e-learning, on-line, paper based or any other means during orientation

### **Design of Public Spaces**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.





## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Barrier- SMH and the township will partner in the delivery of transportation services. Strategic Resolution - 2019 MOH Agreement in place with township. Garage for housing of vehicle MyRide has been assigned to SHM & completed as planned in 2020. Continuing to lobby township and MOH to extent transportation funding.

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

Santé Maniwadage Health

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Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

- Personal Assistive Devices (wheel chairs etc) - training ongoing
- Service Animals - policy reviewed annually
- Communications - staff trained annually
- Trainig - upon hire (orientation), staff annually
- Feedback Process - Policy reviewed annually
- Service Disruptions - policy reviewed annually
- Communications - training ongoing & review policy annually
- Use of Support Persons - training ongoing and review policy annually

### Information and Communications

Santé Maniwadage Health

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Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

SMH will communicate with persons with a disability taking into account their preferences to receive and transmit information where possible. When accessible formats and communication supports are requested they will be provided in a timely manner that takes into account the persons accessibility needs due to disability and at no cost. The options of communication may include but are not limited to telephone, emails, message relay and text message.

### Employment

Santé Maniwadage Health

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.





**Procurement**

Santé Manitowadge Health

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

**Self-service kiosks**

Santé Manitowadge Health

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

SMH is looking into future purchases of kiosks that will have audio and speech capability as an potential enhancement to the system - this system has been delayed due to COVID 19 restrictions. Further enhancements will be investigated.

**Training**

Santé Manitowadge Health

Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

Training of staff is to be at the time of hire during orientation, ongoing with refreshers provided in mandatory training and when there are changes to policies, practices and procedures dealing with the provisions of goods and services to the people with a disability public. Training will be provided through handouts, mandatory on line modules, classroom setting or other formats.

**Design of Public Spaces**

Santé Manitowadge Health

Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

Santé Manitowadge Health

Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

**Transportation**

Santé Manitowadge Health

Name of Organization

is committed to accessible transportation services.



List the initiatives your organization is planning and specify the timeframe for each, if applicable  
SMH will continue to lobby the Township and MOH to extend transportation funding for MyRide

**Other**

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.  
Barrier -SMH will conduct a review of all paved surfaces and entrances to ensure smooth surface for movement with or without assistance and devices.  
Strategic Resolution - Maintenance has identified as a priority during appropriate weather and seasons.

**For More Information**

For more information on this accessibility plan, please contact at

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Our accessibility plan is publicly posted at

Website and/or Social Media Addresses  
www.mh.on.ca

Standard and accessible formats of this document are free on request from

Last Name MacIntyre	First Name Julie	Middle Initial
Telephone Number 807-826-3251	Email Address jmacintyre@mh.on.ca	



