



**Hôpital général de Nipissing Ouest**  
**West Nipissing General Hospital**

725, chemin Coursol Road, Sturgeon Falls, ON P2B 2Y6

# **ACCESSIBILITY PLAN**

**under the Accessibility for Ontarians with  
Disabilities Act, 2005**

**April 2024 – March 2027**



## **TABLE OF CONTENTS**

|                                                                                    |    |
|------------------------------------------------------------------------------------|----|
| Ontario's Vision For Persons With Disabilities .....                               | 1  |
| Executive Summary .....                                                            | 2  |
| Aim .....                                                                          | 3  |
| Objectives .....                                                                   | 3  |
| Terms Of Reference.....                                                            | 3  |
| Commitment To Accessibility Planning .....                                         | 4  |
| Philosophy .....                                                                   | 4  |
| Values.....                                                                        | 5  |
| Purpose .....                                                                      | 5  |
| Statement Of Commitment.....                                                       | 5  |
| Training Plan.....                                                                 | 6  |
| Wngh Floor Plan .....                                                              | 8  |
| Hospital Services .....                                                            | 10 |
| French Language Services .....                                                     | 10 |
| Barrier Identification Methodology .....                                           | 11 |
| Recent Barrier – Removal Initiatives .....                                         | 11 |
| Barriers To Be Addressed In 2024-2027 .....                                        | 12 |
| Preventative & Emergency Maintenance Of Accessible Elements In Public Spaces ..... | 13 |
| Review & Monitoring Process .....                                                  | 13 |
| Communication Of The Plan .....                                                    | 13 |

## ONTARIO'S VISION FOR PERSONS WITH DISABILITIES

### Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Accessibility for Ontarians with Disabilities Act, 2005(AODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- Customer service
- Information and communications
- Employment
- Transportation, and
- The built environment.

This accessibility plan will help to plan for requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted July 1, 2011 under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

The annual accessibility plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on previous year's plan, our accessibility plan will continue moving the Ministry of Health and Long-Term Care toward the government's goal of accessibility for all Ontarians.

To view other ministries' Accessibility Plans, visit [Ontario.ca](http://Ontario.ca).

Reference: <http://health.gov.on.ca/en/common/ministry/publications/plans/aplan12>

## EXECUTIVE SUMMARY

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. To this end, the AODA requires each hospital to prepare an accessibility plan, to consult with persons with disabilities in the preparation of this plan and to make the plan public.

### **Disability is:**

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 <sup>(1)</sup>.

### **Barrier is:**

- is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, or a policy or practice. <sup>(2)</sup>

This document is the current Accessibility Plan developed by the West Nipissing General Hospital (WNGH) accessibility team. It highlights past year achievements and outlines commitments for –the next three (3) years to continue to identify, remove and prevent barriers to people with disabilities, including staff, clients, students, volunteers, auxiliary members and other members of the community.

In working together, the WNGH's goal is to identify, remove and prevent barriers to accessibility.

### *Footnote:*

(1) A Guide to Annual Accessibility Planning, under the Ontarians with Disabilities Act, 2001 - <http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/OntarioAccessibilityLaws/2001/AGUIDETOANNUALACCESSIBILITYPLANNINGJan07E.pdf>. (Pg 12)

(2) *Idem* (pg. 12)

## AIM

Our aim is to promote knowledge of the AODA and to maintain awareness and compliance. This report will highlight past successes and identify new indicators that the Hospital will focus on during the coming years to identify, remove and prevent barriers to people with disabilities who live in, work in, or use the West Nipissing General Hospital's facility, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

## OBJECTIVES

Our objective is to:

- Identify, remove and prevent barriers for people with disabilities.
- Review the policies, programs, practices, and services that the West Nipissing General Hospital will address in the coming years to identify barriers for people with disabilities.
- Describe the measures West Nipissing General Hospital will take in the coming years to identify, remove and prevent barriers for people with disabilities.
- Describe how the West Nipissing General Hospital will make this accessibility plan available to the public.

## TERMS OF REFERENCE

### **Purpose:**

The Accessibility Team will assist the hospital with the identification and removal of barriers for people with disabilities. This process will be integrated in the existing corporate, strategic and planning exercises.

The Accessibility Team will also oversee the development, review implementation and evaluation of the organization's Accessibility Plan.

The Accessibility Committee will ensure that French Language Services and Active Offer of FLS is a standing item at all committee meetings to ensure that communication destined to the patients/residents/clients, caregivers and the public are provided in a bilingual (French and English) manner, in accordance with the Officer of Francophone Affairs' criteria for designation.

### **Accessibility Team's Role:**

1. Have an understanding of the organization's facilities, legislation, policies, programs, practices and services.
2. Have an understanding of the barriers to access issues for people with disabilities.
3. Review recent initiatives and successes in identifying, removing and preventing barriers.
4. Identify (list or categorize) barriers that may be addressed in the coming years.
5. Set priorities and develop strategies to address barrier removal and prevention.
6. Develop the plan, publish and communicate the plan.
7. Provide yearly reviews and update the accessibility plan.
8. The status of the French Language Services Report will be submitted to the Board of Directors in the annual report and as needed.
9. All complaints relating to accessibility and FLS will be reviewed at the Accessibility meetings.

**Meetings:**

The Accessibility Team will meet semi-annually during the Quality, Risk & Patient Care meetings.

**Membership:**

The Accessibility Team will be composed of the members of the Quality, Risk & Patient Care meetings with the addition of:

- Human Resources Manager
- Plant Maintenance & Environmental Services Manager
- Health & Safety Officer

Stakeholders may be asked to attend meetings as needed to provide information or expert advice. Each member shall respect the confidentiality of matters brought before the team.

**Administrative Support:**

Administrative support will be provided for the preparation and dissemination of minutes and the coordination of the meetings.

**Accountability:**

The Accessibility Team is accountable to the Senior Management Team of the West Nipissing General Hospital. The Accessibility Plan will be shared with the Board of Directors.

## **COMMITMENT TO ACCESSIBILITY PLANNING**

The Accessibility Team is committed to:

1. The continual improvement of access to facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community;
2. The participation of people with disabilities in the development and review of its accessibility plans;
3. Ensuring hospital policies are consistent with the principles of accessibility; and
4. Maintaining the viability of the WNGH Accessibility Team.

## **PHILOSOPHY**

The West Nipissing General Hospital, as a community resource, provides equitable and personal treatment without discrimination. As language is a factor in the quality of care, WNGH will assure services to the patients in both official languages, French and English.

The West Nipissing General Hospital recognizes its complementary role with other health care and social service agencies, and therefore, will assume its responsibility in the development and provision of health promotion and illness prevention programs.

## VALUES

The West Nipissing General Hospital's core values are:

- **Our People** (Being kind, compassionate, empathetic & inclusive)
- **Communication** (consistent, open & transparent sharing of information)
- **Quality care close to home** (providing responsive & accessible care)
- **Accountability** (financial, ethical, integrity)
- **Teamwork** (mutual respect, trust & support)

## PURPOSE

The West Nipissing General Hospital is a leader in the local health system and is committed to improving the health and wellness of our culturally diverse community.

## STATEMENT OF COMMITMENT

West Nipissing General Hospital is committed to providing accessible care and services for its customers. Aligned with our purpose, core values and commitment, care and services are provided in the manner that respects the dignity and independence of all customers, which include persons with disabilities. The provision of care and services to persons with disabilities is integrated whenever possible throughout the hospital.

Persons with disabilities are given an opportunity equal to that given to others, to obtain, use or benefit from the care and services provided on behalf of the organization.

## TRAINING PLAN

### Overview

---

The WNGH has mandatory training on the “Accessibility for Ontarians with Disability Act” (AODA) 2005 and on the “Human Rights Code” (HRC) R.S.O. 1990, section 17 (1), as it pertains to disabilities, to all staff, volunteers, students and persons who provide goods, services or facilities on behalf of the organization. This training started in 2010 and continues to be offered at orientation to all new staff, volunteers, students and persons who provide goods, services or facilities on behalf of the organization.

All disciplines receive the same training.

### **Time of Initial Training**

Training is completed on the first day of general orientation to the organization. It is completed electronically via E-learning “Surge” modules and is tracked electronically for successful completion of the program.

### **AODA and HRC Training Content**

WNGH’s current accessibility education plan is directed for all staff, volunteers, students and persons who provide goods, services or facilities on behalf of the organization. At orientation, staff, volunteers, students and persons who provide goods, services or facilities on behalf of the organization are assigned an e-learning course or given the information via hard copies.

The course consists of:

- A power point presentation (PPP) that refers to both the AODA and the Human Rights Code as it applies to disabilities.
- Topics covered include:
  - The definition of “disability”
  - The role of the staff, volunteer, student or the person who provides goods, services or facilities on behalf of the organization and opportunities for people to practice fully and realize their potential without discrimination related to disabilities
  - Customer Service Standards and compliance with standards
  - Pertinent policies and procedures on assistive devices, service animals, support persons, and disruption of services
  - The Accessibility plan, as well as references to these resource documents available in various formats.

The course is completed once the staff, volunteers, students or persons who provide goods, services or facilities on behalf of the organization acknowledge electronically or via hard copy that they have read and understand the presentation, as well as attest to understanding their role when it comes to accessibility. The course remains incomplete if no sign-off is completed.

### **Accessibility Plan**

The WNGH Accessibility Plan is updated yearly, and as needed. The Plan is shared with staff via departmental meetings, by email and is accessible online via the WNGH Online Documents Z: drive. The Accessibility Plan is also available to the public at the West Nipissing General Hospital website at



## **Accessibility Policies**

When accessibility related policies are updated, all staff, volunteers and students and persons who provide goods, services or facilities on behalf of the organization, will receive an electronic or hard copy notification for mandatory review. Policies are reviewed every 3 years or as changes occur to the AODA or the HRC.

## **Tracking of Education**

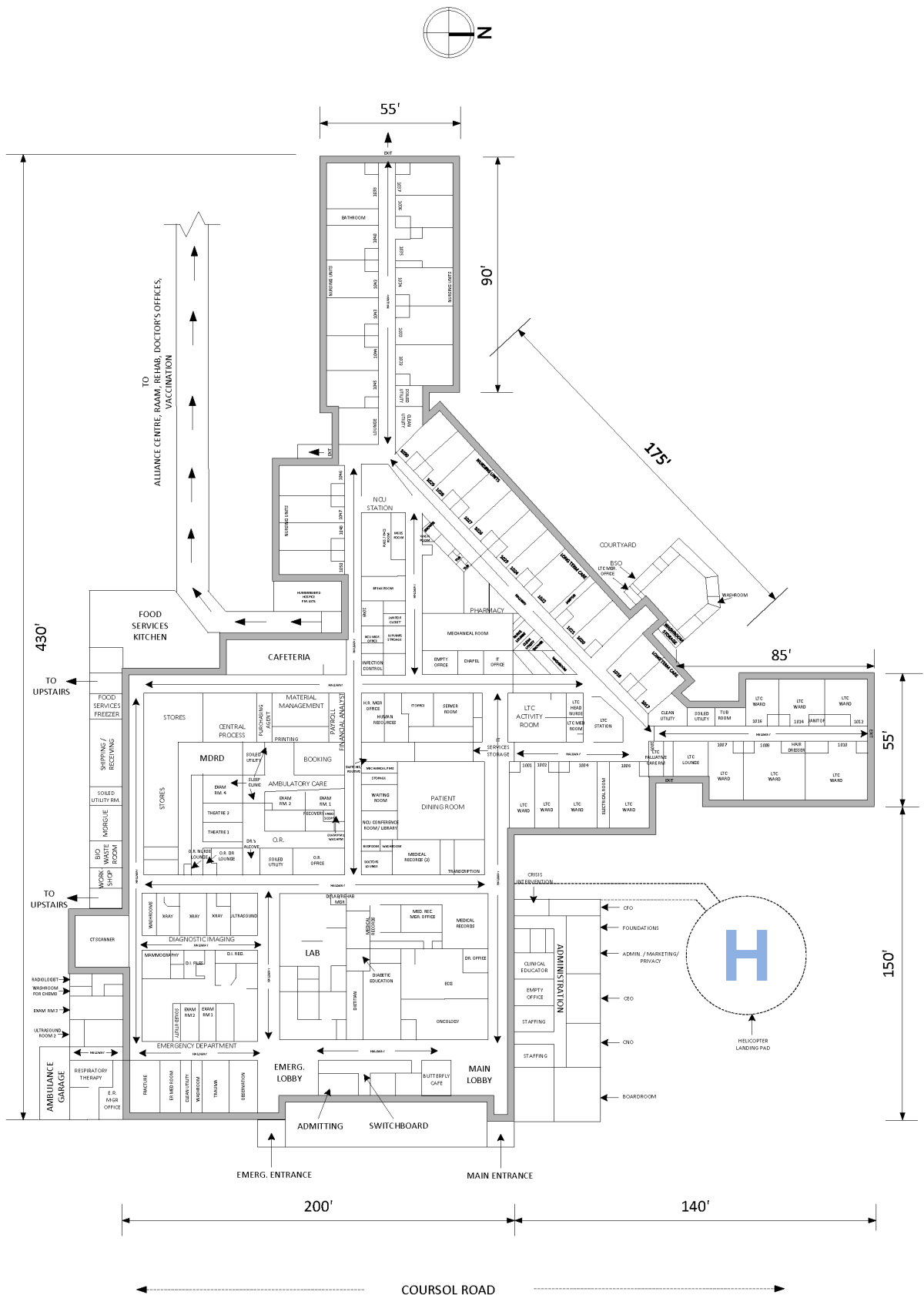
- Education is completed via E-learning “Surge Learning” and tracked electronically via human resources. Training is reviewed at general orientation to ensure completion and understanding.
- All training must be completed before, staff volunteers, students and persons who provide goods, services or facilities on behalf of the organization commence their duties.
- Staff, volunteers, students or persons who provide goods, services or facilities on behalf of the organization who have any questions or concerns regarding any information in the presentation, the AODA, the HRC or any accessibility related policies, are instructed to contact their manager or the Accessibility Team.

## **Updates**

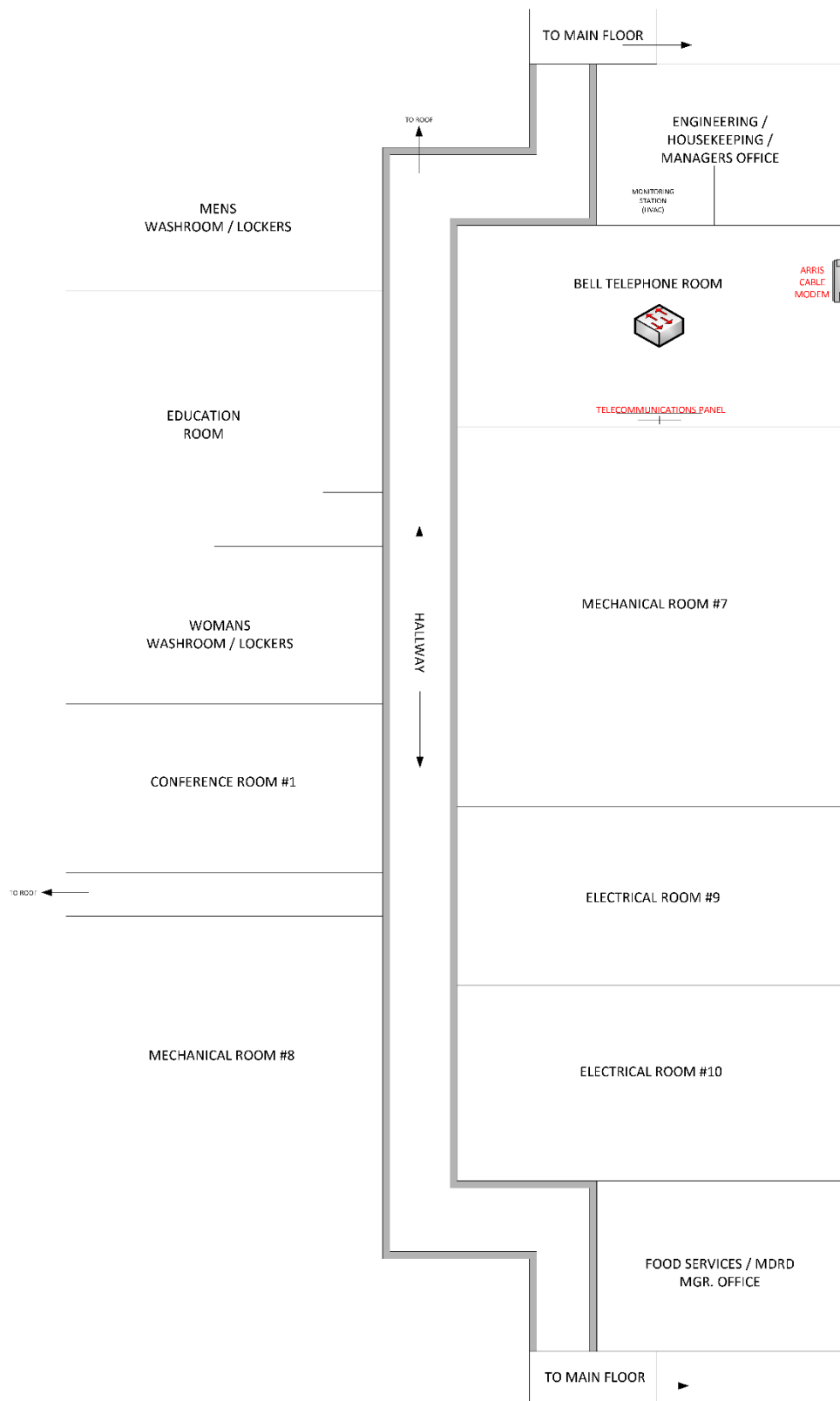
The WNGH’s Accessibility Team reviews the Accessibility Plan, related policies and educational material as updates on the AODA and the HRC are received.

Re-education occurs with all current and new staff, volunteers, students and persons who provide goods, services or facilities on behalf of the organization.

# WNGH FLOOR PLAN



NOT TO SCALE



## HOSPITAL SERVICES

The West Nipissing General Hospital, located in the municipality of West Nipissing and serves a total population of just over 14,000 residents. Built in 1977, it boasts a clean, modern facility and excellent support services. We have 99 beds; 31 medical beds, 19 complex continuing care, 1 hospice suite and 48 long-term care beds, with a 24-hour Emergency Department. The facility employs approximately 300 employees and operates as a fully accredited Acute Care Hospital.

Currently, the community is served by general practitioners, anesthetists, hospitalists, visiting surgeons and specialists. In addition, we host regular sleep clinics, cardiology, respirology, urology, pediatric, otolaryngology, gastroenterology and psychiatric clinics and consultation visits by visiting specialists. Our team also includes physiotherapy and occupational therapy.

The West Nipissing General Hospital has a laboratory on site, with pathology work referred to North Bay. Radiology encompasses general radiology. The radiologists read remotely with on-site visits. PACS provides digital transmission of our diagnostic imaging results giving immediate access to radiologists and specialists in North Bay and Sudbury. Our diagnostic imaging department also includes a low dose CT scanner equipped with a bariatric bed. Services are available during days, evenings and nights (on-call), which has been a great asset to our ED and community.

Our mammography department offers diagnostic mammography and screening, and our two ultrasound rooms offer general ultrasounds and Doppler studies. Our Emergency Department has six treatment rooms, a four-bed observation room, Bi-Pap, cardiac monitors, six telemetry units, two central monitors, two portable cardiac defibrillators, IV smart pumps and obstetrical equipment. Our medical facility also has an ECG department including 24 and 48 hours Holter monitoring, stress test capability, 24 hour blood pressure monitoring and a full-time Respiratory Therapist.

Our Mental Health and Substance Abuse program and Crisis Intervention services provide a wide variety of services to clients 16 years of age and older. In addition, our psychiatrist is on-site seven days per month through an agreement with the University of Ottawa Francophone program. We have recently opened an Addictions Medicine program.

## FRENCH LANGUAGE SERVICES

The West Nipissing General Hospital recognizes the official status of the two linguistic groups served by the WNGH and understands the unquestionable benefits for patients to be able to communicate on their own language with care providers. The WNGH is committed to meeting its obligations under the French Language Services Act by providing services in French to the clients, caregivers and the public.

## BARRIER IDENTIFICATION METHODOLOGY

Managers discuss accessibility at staff meetings. Employees are encouraged to voice concerns, identify further barriers and suggest methods to remove barriers. An email reminder is sent out to managers every year for identification of potential and actual barriers.

All complaints identifying barriers, including discrimination, are dealt with according to policy #100.19 and the barriers are shared with the Accessibility Committee.

Hospital satisfaction surveys are available to inpatients and outpatients.

The Alliance Centre uses the Ontario Perception of Care (OPOC) questionnaires as a communication to identify mental health and addiction barriers.

One on one sessions are held with a person with a disability to review identified barriers and potential solutions.

## RECENT BARRIER – REMOVAL INITIATIVES

### Accomplishments

- A ramp was installed to improve wheelchair accessibility to the medical clinic entrance sidewalk
- The website was modified to increase accessibility by ensuring compliance with AODA standards
- The sidewalk of the Coursol St. entrance was replaced to improve wheelchair accessibility
- The LTC dining room door was widened and the garden box was removed from the centre of the room
- Automatic buttons and swipe access were added to the hallway doors of the Medical Clinic hallway
- An automatic button was added to the hallway doors between the Emergency Department and the Butterfly Café
- An automatic button was added to the main entrance of Pod 3 and Pod 4
- An automatic button was added to the public washrooms in the Medical Clinic hallway
- An automatic button was added to the public washroom in the Emergency Department waiting room
- An automatic button was added to the CT scanner door
- An automatic button was added to the front and back Emergency Department entrances
- Existing signs in the hospital and the Medical Clinic were edited to reflect the current floor plan

## BARRIERS TO BE ADDRESSED IN 2024-2027

| Barrier                                          | Objective                                                                                                        | Means to Prevent / Remove Barrier                                                                                                   | Performance Criteria       | Resources                                | Timing                                                         | Responsibility            |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------|----------------------------------------------------------------|---------------------------|
| <b>**Privacy Issue: Communication and Triage</b> | To improve privacy                                                                                               | Ensure confidentiality of patient information                                                                                       | Improve confidentiality    | Modifications, labour, material required | Ongoing/ Partial; recent Plexiglas installation in triage area | Administration            |
| <b>**Cafeteria Entrance</b>                      | To improve accessibility for wheelchairs and those with disabilities                                             | Widen doorway and/or add automatic button                                                                                           | Facilitate access          | Modifications, labour, material required | Ongoing                                                        | Plant Maintenance Manager |
| <b>**Bariatric Accommodations</b>                | To improve access and facilitate care                                                                            | Larger rooms with x-large entrance to facilitate bariatric bed removal when needed                                                  | Improve care               | Modifications to building, High cost     | Ongoing                                                        | Administration            |
| <b>French Language Services</b>                  | To ensure patients, visitors, and residents can receive information in their preferred language.                 | Translating job postings are available to both linguistic groups, having signs and directions around the building in both languages | Improve information access | Minimal                                  | Complete and Ongoing                                           | Administration            |
| <b>Laboratory Public Entrance</b>                | To improve accessibility for wheelchairs and those with disabilities                                             | Widen doorway and/or add automatic button                                                                                           | Facilitate access          | Modifications, labour, material required | Ongoing                                                        | Plant Maintenance Manager |
| <b>Medical Clinic Wayfinding</b>                 | To improve patient experience, accessibility, and efficiency by reducing confusion and ensuring clear navigation | Improving signage in the Ethel St parking lot and the medical clinic                                                                | Improve navigation         | Minimal                                  | Ongoing                                                        | Administration            |

**\*\*** Denotes areas are currently accessible and with infrastructure funding we could enhance accessibility

## **PREVENTATIVE & EMERGENCY MAINTENANCE OF ACCESSIBLE ELEMENTS IN PUBLIC SPACES**

The Plant Maintenance Manager will develop preventative maintenance schedules, as required, to keep accessible elements in good working order or restore them to their original condition when necessary.

Notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available.

In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority. Steps will be taken to divert individuals from accessible elements that are not in working order and to provide information regarding any alternate useable elements that are not in working order and to provide information regarding any alternate useable elements that exist. This includes, but is not limited to, putting in place barriers, bilingual signage to notify the element is out of service and details pertaining to alternate useable elements.

## **REVIEW & MONITORING PROCESS**

The Accessibility Team will meet semi-annually or as needed to review progress of the Accessibility Plan. Goals and objectives will be reviewed as well as resources and target dates to ensure that the identified barriers are being addressed to the best of our ability.

## **COMMUNICATION OF THE PLAN**

Upon request, the Accessibility Plan may be provided in alternate formats and/or with communication support. WNGH's Accessibility Plan is available by accessing our website.