



H S R F H
HÔPITAL DE SMOOTH ROCK FALLS HOSPITAL

Annual Accessibility Plan September 2018 to August 2019

Submitted to
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Board Chair

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Executive Summary

The purpose of the Ontarians with Disabilities Act, 2001 (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 an annual accessibility plan; to consult with people with disabilities in the preparation of this plan; and to make the plan public.

This accessibility plan of the Hôpital Smooth Rock Falls Hospital (HSRFH) for the year 2018-2019 was prepared by the Accessibility Coordinator. The plan describes achievements of last year's plan and the measures that the Hospital will take in the coming year.

The Smooth Rock Falls Hospital 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 year, the hospital will continue to work on eliminating identified barriers and improve accessibility for all. The plan for this coming year is to address the accessibility issues at the entrance of the medical clinic.

1. Aim

This plan describes: (1) the measures that HSRFH has taken in the past, and (2) the measures that SRFH will take during the next year (2018-2019) to identify, remove and prevent barriers to people with disabilities who live, work in or use the hospital.

2. Objectives

This plan:

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

3. Description of the Smooth Rock Falls Hospital

The Hôpital Smooth Rock Falls Hospital is a 37 bed community hospital with both acute and long term care wings. The hospital is also responsible for the operation of the Cochrane District Detoxification Centre in Smooth Rock Falls.

The SRFH was established to serve the health care needs of the residents of Smooth Rock Falls and area and is operated by the SRFH Corporation under the authority granted to it by the Province of Ontario.

The SRFH recognizes the right of patients to be served in French if that is the language of their choice.

The hospital's mission statement states that the SRFH is committed to satisfying the health care needs of our community through the safe, prompt delivery of quality service.

4. The Accessibility Working Group

Michelle Piper is the Accessibility Coordinator for the hospital and accessibility will be discussed and planned through the Emergency Response Team meetings, as all services of the hospital are represented at this team.

5. Hospital Commitment to Accessibility Planning

The HSRFH Board of Directors adopted the Accessibility Planning Policy in April 2003.

It states that the HSRFH 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 the establishment of an Accessibility Working Group at our hospital.

6. Barrier Removals of the Previous Year

During the past year, the customer service standard was continuously applied with its respective policies, and procedures. The Hôpital Smooth Rock Falls Hospital will be committed to provide accessibility training to all their employees and volunteers in 2018-2019.

The HSRFH is in a continual process of acquiring funds due to its financial deficit in order to eliminate barriers. Technological services have been obtained for website revamping purposes and to also work on ODA compliance with expectations of barrier elimination; however, the project is yet to be completed.

7. Barrier Identification

There are currently and continual 5 barriers in the hospital for people with disabilities.

	Type of barrier	Description of barrier	Strategy for its removal/prevention
1	Architectural	Reception desk too high for clients in w/c, not eye level	Redesign reception.
2	Physical	Very few workstations are ergonomic or can accommodate a person with a disability	Redesign/reconfigure workstations.
3	Communication	No TTY service for deaf/hearing impaired clients, answering system	Investigate system for providing telephone service to hearing impaired clients.
4	Technological	Hospital website cannot be used by people with visual impairments or who use screen reading software.	Establish accessible website.
5	Architectural	Medical clinic access is difficult for people with mobility problems due to lack of a ramp, handrails and the slippery conditions during winter	Install ramp and handrails to entrance of clinic.

8. Barrier that was addressed in 2010-2011 and continual in 2011-2012 and also continual in 2012-2013, 2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018 and 2018-2019.

The hospital is in constant process to acquire funds to rectify the following barrier during the coming year. This barrier has been identified as one of HSRFH's Foundation's major fundraising campaigns in 2016-2017 and 2018-2019:

Barrier	Objective	Means to remove/prevent	Performance criteria	Resources	Timing	Responsibility
Access to medical clinic entrance is difficult for people with disabilities.	To ensure patients can access medical clinic safely.	Install ramp and handrails at entrance to medical clinic.	Ramp and handrails to be installed according to accepted standards.	Cost of labour and equipment.	Within 1 year.	Maintenance department.

Barrier that was addressed in 2012-2013, 2013-2014, 2014-2015, 2015-2016, 2016-2017 and also continual in 2017-2018 and 2018-2019.

Barrier	Objective	Means to remove/prevent	Performance criteria	Resources	Timing	Responsibility
Hospital website cannot be used by people with visual impairments or who use screen reading software.	To ensure that people can access all the information on the hospital website.	Establish an accessible website.	Website created according to the accepted standards.	Cost of software, implementation and technical support.	Within 1 year.	Information Technology (<i>outsourced service</i>).

9. Review and monitoring process

The Accessibility Working Group/Emergency Response Team will meet monthly and specific concerns related to Accessibility will be raised at these meetings. Progress of the plan will also be monitored at these meetings.

10. Communication of the plan

The hospital's accessibility plan will be available on the hospital website. Hard copies will be available at the reception desk and from the Health & Safety/Business Office. The French and English versions of the plan can be made available in alternative formats, such as a computer USB key, in electronic text or in large print.