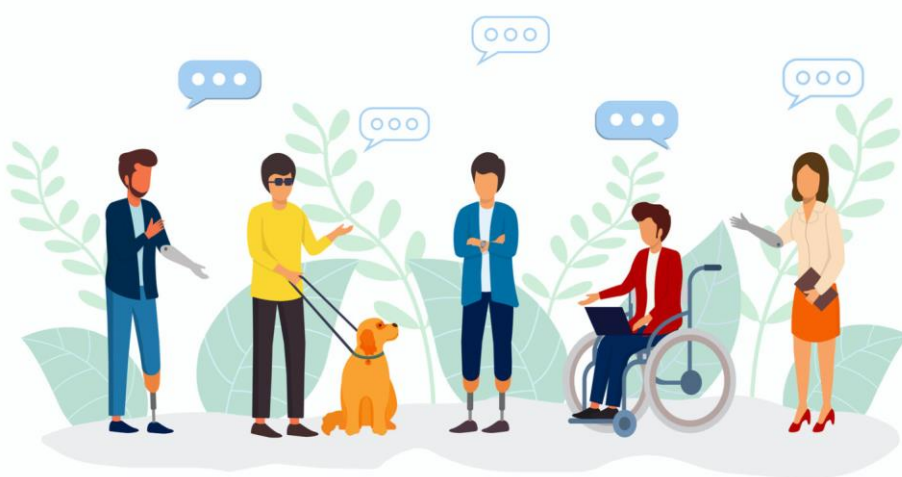




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HÔPITAL DE SMOOTH ROCK FALLS HOSPITAL

Smooth Rock Falls Hospital Annual Accessibility Plan 2023-2024



Submitted to
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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 Smooth Rock Falls Hospital (SRFH) for the year 2023-2024 was prepared by the Accessibility Coordinator.

The Smooth Rock Falls Hospital will press on with 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 creating a barrier free facility, identify barriers and improve accessibility for all. The main focus this year is to improve accessibility by complying with the standards for customer service, which involves the development of policies and procedures on customer service as well as staff training. We are dedicated to fostering a culture of inclusion, diversity and equity.



1. Aim

This plan describes: (1) the measures that SRFH has taken in the past, and (2) the measures that SRFH will take during the next year (2023-2024) 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 SRFH will identify, remove and prevent barriers to people with disabilities.
- II. Reviews efforts at SRFH to remove and prevent barriers to people with disabilities over the past year.
- III. Describes the measures SRFH will take in the coming year to identify, remove and prevent barriers to people with disabilities.
- IV. Describes how SRFH will make this accessibility plan available to the public.

3. Description of the Smooth Rock Falls Hospital

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

Kim Brunet is the Accessibility Coordinator for the hospital and accessibility will be discussed and planned through the Operations Team meetings, as all services of the hospital are represented at this team.

5. Hospital Commitment to Accessibility Planning

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

It states that the SRFH 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 years, the customer service standard was continuously applied with respective policies and procedures. The Smooth Rock Falls Hospital is committed to provide necessary training to all their employees and volunteers.

The Smooth Rock Falls Hospital has made all of our public bathrooms gender neutral, with signage in place. This is to respect a broader demographic of the community and out of town patients frequenting the facility. The Smooth Rock Falls Hospital is fostering a culture of diversity and inclusivity showing respect to all peoples regardless of gender identity.

The Smooth Rock Falls Hospital 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 has yet to be completed.



7. Barrier identification

There are currently 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 issues due to lack of handrails and slippery conditions during winter	Install ramp/handrails to entrance of clinic



8. Barriers that will be addressed in 2023-2024

The hospital will remove the following barrier during the coming year:

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 patients can access the hospital website regardless of any disability	Install software that will make our website accessible to all	Website revamped to be in accordance with ODA guidelines	Cost of software	Within the year	IT Department

9. Review and monitoring process

The Health and Safety/Accessibility Working Group/ Emergency Response Team will meet quarterly and specific concerns about Accessibility will be raised at this time.

Progress and further planning will be monitored and discussed at this time.

10. Communication of the plan

The hospital's accessibility plan will be available on the hospital website. Hard copies will be available from Health and Safety and Accessibility coordinator. The completed plan will also be available on the Accessibility Board in the Hospital Atrium.