

# Geraldton District Hospital



## Multi-Year Accessibility Plan

**2022-2025**

A copy of this plan is available upon request

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## **Introduction**

Geraldton District Hospital is a designated public sector organization that is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). Its purpose is to ensure greater accessibility for Ontarians of all abilities. AODA is Ontario’s roadmap to become barrier-free and includes accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Under AODA, Ontario organizations are required to develop multi-year accessibility plans in support of making Ontario accessible by 2025.

This Multi-Year Accessibility Plan (“Accessibility Plan”) outlines Geraldton District Hospital’s compliance with AODA, including the requirements set by the Integrated Accessibility Standards Regulations. Geraldton District Hospital is committed to fulfilling its obligations under AODA and making its premises and services accessible to all Ontarians.

This Accessibility Plan is available to all Geraldton District Hospital employees and the general public via our external website and can be requested in an accessible format at no charge using the contact information at the end of this document.

## **Statement of Commitment**

At Geraldton District Hospital, we are committed to doing all we can to respect the core principles of accessibility legislation: dignity, independence, integration and equal opportunity. We will incorporate these principles into our policies, procedures, training and best practices. Our aim is that all Ontarians can access our services and information when and how they need them, regardless of their abilities or disabilities.

Ensuring our operations are accessible and barrier-free is a shared effort. As an organization, we are dedicated to working with the people of Ontario to make accessibility for everyone a reality.

## Integrated Accessibility Standards Regulation (“IASR”) Requirements

### General Requirements

Geraldton District Hospital recognizes that in order to create an operation that is accessible and barrier free, the core principles of accessibility legislation (dignity, independence, integration and equal opportunity) must be incorporated into its policies, procedures, training and best practices. Geraldton District Hospital has created an accessibility policy and training, all of which undergo regular review and we ask potential suppliers to tell us about the accessible options they offer and include accessibility considerations in our evaluation criteria.

### Accessibility Policies and Plans

Activity	Status
Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)	Complete/Ongoing. The policy is available on Geraldton District Hospital’s website.
Create a multi-year plan outlining organization’s strategy to prevent and remove barriers and meet requirements under IASR and post plan on website. Update the plan at least every 5 years. (S.4 IASR)	Complete/Ongoing. The plan is available on Geraldton District Hospital’s website.
Prepare an annual status report on the progress of measures taken to comply with IASR and post on website. (S.4 IASR)	Complete/Ongoing.

## Accessibility Training

Activity	Status
Deliver training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services or facilities on behalf of the organization as required. (S. 7 IASR)	Complete/Ongoing. Training is provided to all new employees of Geraldton District Hospital. Ongoing training is provided.
Maintain records of training, including dates and number of people trained. (S.7 IASR)	Complete/Ongoing.

## Procurement

Activity	Status
Incorporate accessibility design, criteria and features when procuring goods, services or facilities, except where it is impracticable. (S. 5 IASR)	Complete/Ongoing. Accessibility is included in Geraldton District Hospital's Procurement Policy.

## Information and Communication Standards

Geraldton District Hospital is committed to making our information and communications accessible to people of all abilities. Geraldton District Hospital will follow best practices when developing, implementing, and maintaining information and communications strategies and products to ensure that information and communications are available and accessible to people with disabilities. This includes websites, communication materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

## Feedback

Activity	Status
Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating	Complete/Ongoing. Geraldton District Hospital has feedback processes accessible to persons with disabilities.

requests for accessible formats and communications supports. Notify the public about feedback processes and accessibility. (S.11 IASR)

Geraldton District Hospital includes details about its feedback process on its website.

### Accessible Formats and Communication Supports

Activity	Status
<p>Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 12 IASR)</p>	<p>Complete/Ongoing. Geraldton District Hospital accommodates requests for accessible formats and communication supports and notifies the public on its website.</p>
<p>Upon request, provide for emergency procedures, plans or public safety information in an accessible format and/or with communication support. (S. 13 IASR)</p>	<p>Complete/Ongoing. Geraldton District Hospital accommodates requests for accessible formats and communication supports.</p>

### Accessible Website and Web Content

Item	Activity	Status
	<p>All new websites and web content conform with WCAG 2.0 Level A. (S. 14 IASR)</p>	<p>Complete/Ongoing. All websites and content conform to WCAG 2.0 Level A.</p>
	<p>All websites and web content conform with WCAG 2.0 Level AA. (S. 14 IASR)</p>	<p>Complete/Ongoing. All websites and content conform to WCAG 2.0 Level AA.</p>

## Employment Standards

Geraldton District Hospital is committed to fair and accessible employment practices that attract and retain talented employees of all abilities.

### Recruitment

Activity	Status
Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. (S. 22 and 23 IASR)	Complete/Ongoing. Job postings include information about accessibility accommodations.
All successful applicants are notified about the organization's policies for accommodating employees with disabilities. (s.24 IASR)	Complete/Ongoing. Offer letters and new hire orientation includes information about accessibility policies.

### Informing Employees of Supports

Activity	Status
Inform employees about the organization's policies for supporting employees with disabilities. (s.25 IASR)	Complete/Ongoing. Policy and procedures are in place. Information on job accommodations is provided during new hire orientation.
All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations. (s.25 IASR)	Complete/Ongoing. Employees are informed when policies are updated.

### Accessible Formats and Communication Supports

Activity	Status
Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. (s.26 IASR)	Complete/Ongoing. Accommodation is provided as required.

### Workplace Emergency Response Information

Item	Activity	Status
	Provide individualized workplace emergency response information to staff with disabilities where necessary. (s.27 IASR)	Complete/Ongoing. Individual accommodation plans for employees with disabilities include individual emergency response requirements.

### Individual Accommodation Plans

Activity	Status
Process to develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed. (s.28 IASR)	Complete/Ongoing. Process exists to provide individual accommodation plans for employees, where required.

## Return to Work

Activity	Status
Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (s.29 IASR)	Complete/Ongoing. Process exists to accommodate return to work for employees with a disability.

## Performance Management and Career Development

Activity	Status
Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities. (s.30 IASR)	Complete/Ongoing. Performance management process considers needs of employees with disabilities.
Consider the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. (s.31 IASR)	Complete/Ongoing. Career development and advancement process considers needs of employees with disabilities.



## Design of Public Spaces

Geraldton District Hospital is committed to maintaining our public spaces accessible in accordance with the Accessibility Standard for the Design of Public Spaces.

Activity	Status
Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces. (S.80.41 and S. 80.43 IASR)	Complete/Ongoing.

## Customer Service

Geraldton District Hospital is committed to providing accessible customer service. This means that we will provide goods and services to everyone with the same high quality and timeliness.

Activity	Status
Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc. (Sections 80.46-80.48 IASR)	Complete/Ongoing. Customer service policy forms part of Geraldton District Hospital's AODA Policy.
Deliver training about the provision of goods, services or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services or facilities on behalf of the organization as required. (S. 80.49 IASR)	Complete/Ongoing. Training is provided to all new employees of Geraldton District Hospital. Ongoing training is provided in respect of changes to policies.
Maintain records of training, including dates and number of people trained. (S.80.49 IASR)	Complete/Ongoing.
Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address	Complete/Ongoing. Geraldton District Hospital has feedback processes for customer services that are accessible to persons with disabilities. Geraldton

complaints. Notify the public about the feedback process. (s.80.50 IASR)

District Hospital includes details about its feedback process on its website.

Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 80.51 IASR)

Complete/Ongoing. Geraldton District Hospital accommodates requests for accessible formats and communication supports and notifies the public on its website.

Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). Post notice in conspicuous place or on website. (IASR s.80.48)

Complete/Ongoing.

Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. (IASR s.80.44)

Complete/Ongoing.

### **For More Information**

For more information on this accessibility plan, please contact:

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