

Multi-Year ACCESSIBILITY PLAN

For the
Espanola Regional Hospital & Health Centre
Espanola, Ontario
September 2019-2024



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regional hospital and health centre

hôpital régional et centre de santé

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This 2019/2024 Multi-Year Accessibility Plan outlines the policies and actions that **the Espanola Regional Hospital & Health Centre** will put in place to improve opportunities for people with disabilities.

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 persons with disabilities in the preparation of this plan; and to make the plan public.

Espanola Regional Hospital & Health Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This 5 year Multi-Plan that has been prepared at the Espanola Regional Hospital & Health Centre. The plan describes:

- (1) the measures that the Espanola Regional Hospital & Health Centre has taken in the past, and
- (2) the measures that the Espanola Regional Hospital & Health Centre will take during the next 5 years (2019-2024) to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of the Espanola Regional Hospital & Health Centre, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

Structural barriers to persons with disabilities have been identified. The most significant findings were difficulties accessing our public washroom at our main entrance and in our Emergency Department. Over the next several years, the Joint Health and Safety Committee recommend focusing on as many different barriers as possible.

OBJECTIVES

This plan,

- (1) Describes the process by which the Espanola Regional Hospital & Health Centre will identify, remove and prevent barriers to people with disabilities.
- (2) Reviews efforts at the Espanola Regional Hospital & Health Centre to remove and prevent barriers to people with disabilities over the past year.
- (3) List the by-laws, policies, programs, practices and services that the Espanola Regional Hospital & Health Centre will review in the coming year to identify barriers to people with disabilities.
- (4) Describes the measures the Espanola Regional Hospital & Health Centre will take in the coming year to identify, remove and prevent barriers to people with disabilities.
- (5) Describes how the Espanola Regional Hospital & Health Centre will make this accessibility plan available to the public.

DESCRIPTION of the ESPANOLA REGIONAL HOSPITAL & HEALTH CENTRE

The Espanola Regional Hospital & Health Centre is located 80 km west of Sudbury on the Trans-Canada highway.

The Hospital serves population of about 13,500 people, with a catchment area that includes the Town of Espanola, villages of Whitefish Falls and Willisville, and Townships of Nairn & Hyman, Sables-Spanish Rivers and Baldwin.

Forest products are the dominant industry in the area with Eacom Timber Corporation operating a sawmill in Nairn Centre and Domtar Inc. operating a pulp and paper mill in Espanola.

The relocation of the Espanola Regional Hospital & Health Centre in 1988 represents the last component in a complex to provide a continuum of care for the residents of Espanola. The complex consists of a 30-unit apartment building designed for independent living, Senior's Drop-In Centre, 19 assisted living beds, a 62-bed long-term care unit, a 15-bed acute care facility, a 24-hour Emergency Department and Family Health Team. Even though all these components are physically joined and use common support facilities, the independent apartments, and the Senior's Drop-In Centre, are owned by the Town of Espanola Non-Profit Housing Corporation and managed by the Espanola Regional Hospital & Health Centre.

There are currently over 250 employees.

VISION

Caring for the Health of our Community.

MISSION

Your partners for better health and wellness.

OUR VALUES

- Patients First
- Integrity
- Compassion
- Respecting Diversity
- Contributions of All

Hospital Commitment to Accessibility Planning

The Espanola Regional Hospital & Health Centre 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, the Patient Advisory Committee and the Joint Health and Safety Committee in the development and review of the accessibility plan; and,
- (3) Ensuring Hospital by-laws and policies are consistent with the principles of accessibility;

Recent Barrier-Removal Initiatives

During the last several years, there have been a number of informal initiatives at the Espanola Regional Hospital & Health Centre to identify, remove and prevent barriers to people with disabilities:

Renovations to Emergency/Admitting Area

Accessibility standards have been incorporated into the design and layout of improvements to our admitting and Emergency Departments.

Automatic Doors

Automatic doors have been installed in many locations throughout the building. The timing on the attenuators for our automatic doors has been adjusted to allow more time for people to get through.

Curbs/Parking Area

Curbs at the front entrance have been modified for wheelchair access; as well, the parking lot has identified handicapped parking spaces. The LTC parking lot has a raised wheelchair parking sign.

Handicap Bus

A handicap bus is available for community use for transport to the hospital.

Wheelchairs

New wheelchairs are available at the front and Emergency entrances for public use when required. These include standard and bariatric sizes.

Printed information

Public documents are available in large print upon request.

Lighting

Upgrades of lighting have been completed for better illumination in all areas of the hospital.

Staff Education

In 2010, all staff completed the OHA Accessibility Customer Service E-Learning Module. Accessibility education has been a component of our New Hire Orientation since that time.

Emergency Department Renovations

Our Emergency Department renovation in 2014 incorporated accessibility standards into the design.

Signage

A new standard has been developed for signage throughout the facility. Consideration includes clarity, color and font size. All current signage meets this standard.

Barrier-Identification Methodologies

The following barrier-identification methodologies were utilized:

Methodology	Description	Status
Departmental Scans of each department by the Departmental Manager	Each manager was asked to perform an environmental scan of their department to assist with identifying any barriers that exist in relation to accessibility.	On-going - at each committee meeting, barriers that exist are discussed as well as barriers that have been removed.
JHSC Monthly Inspections	Every month this committee completes a facility wide inspection which includes observing/identifying barrier that exist. If a barrier is identified it is brought to the CQI Manager and Senior Manager for further review.	Ongoing every month
Patient Advisory Council	Members of the PAC were consulted to gather their input and perspective.	Patient Advisory Council members were invited to provide input.

Barriers Identified

In its review, many barriers that have been removed and many barriers that still exist. Over the next several years, the JHSC in collaboration with Senior Administration will focus on as many different barriers as possible. This list is divided into six (6) types of barriers:

Physical
Informational/Communication-based
Technological

Architectural
Attitudinal
Policies and Practices

Type of Barrier	Description of Barrier	Strategy for its Removal/Prevention
Attitudinal	Staff education will be assigned through our LMS once over the next 5 year plan to help maintain knowledge.	Education compliance will be monitored by the departmental managers through our LMS.
Policy/Practice	By-laws and policies recognizing accessibility issue	By-laws and policies to be reviewed and updated as required
Architectural	Public washroom door in the main entrance of the hospital and in the Emergency Department. Access to the Acute Care Department is difficult as the door is heavy and the doorbell is too high.	Automatic doors to be installed on the main entrance public washroom and the Emergency Department public washroom. The doorbell located at the Acute Care entrance will be lowered.

Barriers that will be addressed in 2019/20

Barrier	Objective	Means to remove /improve	Resources	Timing	Responsibility
Access to Main Entrance Bathroom	Improve access to these washrooms	An automatic door will be installed on this washroom .	Maintenance to install	To be completed by December 31, 2020	A. Renaud
Access to the Acute Care department	Improve access to this department for those that are in wheelchairs, use an assistive device or have mobility issues.	Lower the doorbell at this entrance so that persons with accessibility issues can reach it.	In house maintenance dept.	To be completed by November 2019	A. Renaud
Access to the public washroom in the Emerg. Depart.	Improve access to this washroom for those in wheelchairs, use an assistive device or have mobility issues.	An automatic door will be installed on this washroom.	Contracted out by maintenance depart.	To be completed by December 31, 2020	A .Renaud

Access to the main hallway from the service corridor.	Improve access to the main hall for all service workers that work with heavy loads/carts.	An automatic door will be installed on this door.	Contacted out by maintenance depart.	To be completed by December 2020.	A.Renaud
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Barriers that will be addressed between 2020-2024

Barrier	Objective	Means to remove /improve	Resources	Timing	Responsibility
Staff knowledge	Improve staff knowledge and awareness.	Assign Accessibility Training to all staff through our LMS.	LMS- Course in Surge Learning	To be completed by December 31, 2024	P.Mitroff/M. Desjardins

Review and Monitoring Process

The Joint Health and Safety Committee (JHSC) will discuss and review the Accessibility Plan on an annual basis to review progress or as needed. The JHSC inspects the entire facility on a monthly basis which includes identifying accessibility concerns. If concerns are identified the committee will bring these forward to the CQI manager for further review with the appropriate Senior Manager and Departmental Manager.

Communication of the Plan

The Hospital’s Accessibility Plan will be posted internally by e-mail to all users within the system. The Plan will also be included during Staff Orientation. The plan will be available to the public on our website.

For more information

For more information on this accessibility plan, please contact Paula Mitroff, CQI Manager, at:

- Phone: 705.869.1420, ext. 3048

Email: pmitroff@esphosp.on.ca

Act and Regulations

Accessibility for Ontarians with Disabilities Act, 2005
 Ontario Regulation 191/11
 Ontario Regulation 429/07