



Annual Accessibility Plan

Headwaters Health Care Centre September 2007 – August 2008

Submitted to:
Bob Baynham, President & CEO
Headwaters Health Care Centre
September 30, 2007

Prepared by the:
Accessibility Working Group
Headwaters Health Care Centre

**This publication is available on the hospital's website
www.headwatershealth.ca and will be available
in alternative formats upon request**

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Executive Summary

This is the fifth annual Accessibility Plan (2007 - 2008) prepared by the Accessibility Working Group. The *Ontarians with Disabilities Act, 2001* (ODA) aims 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.

This year's plan (2007-2008) describes the measures that Headwaters Health Care Centre (hereafter referred to as Headwaters) has taken in the past four years to remove and prevent barriers for persons with disabilities, including patients and their family members, staff, health care practitioners, volunteers and members of the community. The plan also identifies the measures Headwaters will take in the coming year to continue our progress toward removing barriers for persons with disabilities.

Headwaters is committed to the ongoing process of improving access to all of our facilities, programs, and services. The hospital has committed resources to addressing physical barriers and has provided education sessions for staff to raise awareness about accessibility issues. We welcome the opportunity to present our 2007-2008 Accessibility Plan to our community and invite the participation of persons with disabilities in the development and review of our accessibility plans.

The *Accessibility for Ontarians with Disabilities Act, 2005*, received Royal Assent on June 13, 2005. There is a transition period during which government and parts of the broader public sector including hospitals will continue to have planning and other obligations under the *Ontarians with Disabilities Act, 2001* until they are repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new act. The first standard, *Accessibility Standards for Customer Service*, comes into force on January 1, 2008. More information about the implementation of the new act is available at: www.mcsc.gov.on.ca/accessibility

1. Aim

The annual Accessibility Plan describes the measures that Headwaters has taken in the past several years, and the measures the hospital will take during the current year (2007 - 2008) to identify, remove and prevent barriers to persons with disabilities, who visit, use or are employed by the hospital, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

2. Objectives

1. The plan describes the process by which Headwaters identifies, removes and prevents barriers to persons with disabilities.
2. Reviews annually the actions taken by the hospital to identify, remove and prevent barriers to persons with disabilities.
3. Describes the measures the hospital will take in the coming year to identify, remove and prevent barriers to persons with disabilities.
4. Describes the ways Headwaters will make the Accessibility Plan available to the public.

3. Description of Headwaters Health Care Centre

Headwaters Health Care Centre has provided patient-centred compassionate care for over 90 years. Today, we serve 110,000 full-time and 10,000 part-time residents in the Dufferin-Caledon region. The hospital operates two sites – Headwaters Orangeville, a 108-bed acute care hospital, and Headwaters Shelburne, a 33-bed complex continuing care hospital. Our services include Acute Care Medicine, Surgery, Maternal Child (Obstetrics), 24 hour Emergency Services, Outpatient Clinics including Chemotherapy and Dialysis, Rehabilitation, and Complex Continuing Care.

The hospital has 600 full-time and part-time professional care staff and more than 200 active Auxiliary volunteers.

Our Vision

Patient-centred, compassionate care in the face of change.

Our Mission Statement

We are dedicated to improving the quality of life for our community by offering access locally to health care services in a caring, welcoming and professional way.

Our Core Values

CARE * CARE * CARE

We are committed to caring in a sensitive, respectful and supportive way for those we serve and those we work with. We live this by:

- Caring passionately about what we do and how we do it
- Listening to understand and responding to the needs of patients and their families
- Respecting the dignity of patients and their right to participate in decisions that affect their health and well being
- Respecting the patient's right to privacy and confidentiality
- Recognizing and supporting the needs and efforts of our colleagues

ASK * SEEK * EXPLORE

We promote a culture of learning and innovation to effectively meet the evolving needs of our patients, staff and community. We live this by:

- Encouraging curiosity, learning and leadership, going beyond acceptance of the status quo
- Being committed to personal and professional development
- Identifying and implementing best practices in care delivery and continuous improvement
- Making our decisions using the best available data
- Seeking and responding to ideas and suggestions from patients, staff and the community
- Participating in the education of future health care providers

BUILD BRIDGES

We work collaboratively within our organization and with our external partners to ensure we provide the best possible standards of healthcare services. We live this by:

- Listening and being open to differing viewpoints
- Sharing personal views; supporting team decisions
- Working cooperatively and effectively across disciplines and departments
- Counting on each other to do what we say we'll do
- Developing collaborative relationships with our patients, their families and our community partners

4. The Accessibility Working Group

Purpose:

- Review and list facilities, by-laws, policies, programs, practices and services that cause or may cause barriers to persons with disabilities
- Consult with persons with disabilities in preparation of the annual accessibility plan
- Identify barriers that will be removed or prevented in the coming year
- Describe how these barriers will be removed or prevented in the coming year
- Prepare a plan on these activities and after its approval by the President and CEO and Senior Management Team, make the plan available to the public

Members of the Accessibility Committee

<i>Working Group Members</i>	<i>Department</i>
Kathryn Hunt Accessibility Coordinator	Public Relations & Communications
Bruce Irwin	Corporate Services
John MacKenzie	Human Resources
Heather McMurray	Surgery
Tony Doria	Environmental Services
Joanne Mills	Registration
Richard Forbes	Auxiliary

Contact Information:

The key contact for inquiries regarding the Accessibility Plan is:

Kathryn Hunt, Manager of Public Relations and Communications
519-941-2702 ext. 2248 or khunt@headwatershealth.ca

5. Headwaters Commitment to Accessibility Planning

Headwaters Health Care Centre is committed to:

- The establishment of an Accessibility Working Group at the hospital;
- The continual improvement, within available resources, of access to facilities, policies, programs 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 its annual accessibility plans; and
- Ensuring hospital by-laws and policies are consistent with the principles of accessibility.

Headwaters has developed a policy, approved by Senior Management Committee, in support of accessibility planning for persons with disabilities. The policy is accessible to all staff on the internal Intranet site. Accessibility planning is part of the annual budget, and programs and services planning process. Capital funds have been invested to address barriers identified by the Accessibility Working Group.

6. Recent Barrier Removal Initiatives

During the last several years, Headwaters has undertaken a number of projects to make our hospital more accessible for our community.

<i>Barrier</i>	<i>Accomplishment</i>	<i>Location</i>
Physical/Architectural Parking too far from entrance	New parking area with seven additional parking spots for persons with disabilities beside the Rehabilitation department to improve access to the hospital	Orangeville
Physical/Architectural No automatic doors at Rehabilitation entrance	New automatic slider doors installed in June 2005. Three entrances to the Orangeville site now have automatic sliding doors for ease of entry into the hospital	Orangeville

Barrier	Accomplishment	Location
Physical/Architectural No automatic door to Day Surgery suite	Automatic door opener installed in July 2005	Orangeville
Physical/Architectural Bus Stop	Working with Town of Orangeville relocated bus stop to be closer to entrance and allow patients and visitors to wait inside during inclement weather. Caledon Victim Services generously donated a bench	Orangeville
Physical/Architectural Patient lifts	Four ceiling lifts installed in the Intensive Care Unit in 2006. Each lift has a patient scale to improve safety and comfort for patients and staff. 5 ceiling lifts installed in 2005 – 4 in Medicine and 1 at Complex Continuing Care. 5 portal lifts were also purchased. Patient lift now available on upper level at Orangeville site	Both sites
Physical/Architectural Wheelchairs	For patient safety and comfort, a Bariatric (oversized) chair and an upgraded chair (deeper, adjustable back height, anti-tipping mechanism, pressure cushion) were purchased for the complex continuing care program in 2006. 12 new wheelchairs purchased for the Orangeville site in 2005 including one oversized wheelchair. Wheelchairs are available at the entrance for use as needed. Volunteers available to assist with wheelchair transportation if required	Both sites Orangeville
Physical/Architectural Barrier free washroom	New barrier free washroom on lower level of the Shelburne site. Barrier free washrooms are available in all areas of the hospital	Both sites

Barrier	Accomplishment	Location
Physical/Architectural Sidewalk in Garden	New sidewalk installed in July 2006 around the Surgical/Paediatric wing allows wheelchair access to children's garden	Orangeville
Communication/ Information	New staff name badges introduced in 2006 have increased font size to allow greater readability. Program rolled out for volunteers in 2006-2007	Both sites
Communication/ Information Elevator	Braille plates installed in the Shelburne site elevator	Shelburne
Communication/ Information Signage	New signage for existing parking spots for persons with disabilities. Symbol painted on curb cut to make more visible so vehicles do not block	Orangeville
Technology	TTY machine and amplification devices available for deaf, deafened and hard of hearing patients	Both sites
Technology Telephone	Telephone lowered at Shelburne site. Data jack added at Orangeville site for TTY machine	Both sites
Attitudinal Education Session	Presentation for staff by the Canadian Hearing Society in November 2004 to raise awareness about issues and services for deaf, deafened and hard of hearing patients	Orangeville
Attitudinal Mental Health Symposium	Hosted a Mental Health Symposium in April 2005 for Dufferin-Caledon stakeholders in partnership with Dufferin Child and Family Services and the Community Mental Health Clinic	Community Partners

Barrier	Accomplishment	Location
<p>Attitudinal</p> <p>Assessment Officer Mental Health</p>	<p>In June 2006, Headwaters introduced a new position on our Emergency Team. The Assessment Officer Mental Health is a joint position in collaboration with Homewood and the Community Mental Health Clinic (CMHC). The Assessment Officer is a resource to assist nursing staff providing care for mental health patients in the Emergency Department or admitted to the inpatient units. The CMHC role will include short-term community case management for our discharged mental health patients and referral to community resources for ongoing care</p>	<p>Orangeville</p>
<p>Policy/Procedure</p>	<p>Review of Human Resources policies and practices. Recruitment and selection policy reflects the hospital's commitment to accessibility. Modified and return to work policy designed to accommodate employment of staff unable to perform duties of their job due to injury</p> <p>Working with community agencies, two volunteer placements were created in 2006 for persons with disabilities.</p>	<p>Both sites</p>

7. Barrier Identification Methodologies

The methodologies to identify barriers and develop the annual plan include: input from stakeholders including persons with disabilities, a review of patient feedback, and information sharing and discussions with staff.

Methodology	Description	Status
Community consultation	Meeting with the County of Dufferin's Accessibility Committee to identify barriers. A PowerPoint presentation was made to the committee, followed by a feedback session.	September 24, 2007
Community consultation	Participated in an Accessibility Roundtable that is organized by the Town of Orangeville. The session is held annually to provide groups across the community an opportunity to exchange information on accessibility actions in the past year, barriers identified and plans for the future.	October 26, 2006
Review of patient complaints	An audit was conducted of the formal complaints filed between September 2006 and September 2007. In 2006-07 there were no complaints filed identifying barriers to access.	On-going
Patient Comment Card	New patient feedback mechanism introduced in June 2006. Convenient way for patients and visitors to provide input. Individuals giving feedback about accessibility barriers receive a follow-up phone call.	On-going
Site Audits	An extensive audit of the two sites was undertaken in 2003. A review was completed in 2006.	On-going
Survey of Community	The Town of Orangeville's Accessibility Committee has set up kiosks at the Orangeville Public Library on Broadway and the branch library in the Alder Street recreation centre. A copy of Headwaters' Accessibility Plan and a feedback survey are available at the kiosks.	On-going
Canvassing Hospital Committees	Survey hospital committees for input on the identification of barriers.	On-going

8. Barriers to be addressed in 2007 - 2008

<i>Barrier</i>	<i>Objective</i>	<i>Means to remove/prevent</i>	<i>Performance criteria</i>	<i>Timing</i>	<i>Responsibility</i>
No automatic door opener at Ambulance Canopy Entrance	To improve access to the gardens for complex continuing care patients	Install push plate door opener	Completion	2007 – 2008	Installation scheduled fall 2007
No automatic door opener at Main Entrance Shelburne site	To improve access to the Shelburne site	Install push plate door opener	Completion	2007 – 2008	Installation scheduled fall 2007
No automatic door opener Shelburne washroom	To improve access to accessible washroom at Shelburne site	Install push plate door opener	Include in capital planning	2007 – 2008	Capital Planning Process
No automatic door opener at Diagnostic Imaging	To improve access from waiting room to patient care area	Install automatic door opener	Include in capital planning	2007 – 2008	Capital Planning Process
Improve access to Emergency Entrance from Accessible Parking Area	To improve 24 hour access to Emergency from the Accessible parking area	Level grade	Include in facility planning	2007-2008	Facility
Bariatric Wheelchairs	Meet patient care needs	Purchase two additional bariatric chairs	Equipment Planning	2007-2008	Corporate Services

<i>Barrier</i>	<i>Objective</i>	<i>Means to remove/prevent</i>	<i>Performance criteria</i>	<i>Timing</i>	<i>Responsibility</i>
Lack of Sidewalk	Improve access to Orangeville site	Install sidewalk from Rolling Hills Drive to Rehabilitation entrance	Completion	2007-2008	Capital Planning Process
Information for Patients	To improve awareness of resources available to persons with disabilities	Design Patient Services brochure	Completion	2007 – 2008	Public Relations

10. Review and monitoring process

The Accessibility Working Group meets regularly to review progress on the plan. Members of the group are responsible for educating hospital staff, physicians, volunteers and the community about the Working Group's mandate and activities.

The Accessibility Coordinator provides the hospital's Senior Management Committee with updates on a regular basis.

11. Communication of the plan

The accessibility plan is posted on the hospital's website (www.headwatershealth.ca) and hard copies are available from:

Public Relations / Communications
Headwaters Health Care Centre
100 Rolling Hills Drive
Orangeville, Ontario
Tel: 519-941-2702 ext. 2248
khunt@headwatershealth.ca

On request, the plan can be made available in alternative formats, such as computer disk in electronic text, in large print or Braille.

The plan will be available at the Town of Orangeville's Accessibility Committee kiosks at the Orangeville Public Library on Broadway and the branch library in Alder Street recreation centre.

Information about the plan is shared with Department Managers and the plan available is on the hospital's shared drive for staff, physicians and volunteers to review. The plan and education awareness information is featured in the staff newsletter "Heartline".