



**Lakeridge  
Health**

# Accessibility Plan

---

Annual Status Report

2017

Our aim for the coming year is to continue to raise awareness of the Accessibility for Ontarians with Disabilities Act (AODA) and develop/implement strategies for identifying and removing barriers at Lakeridge Health. We will continue to integrate the spirit of the AODA into our current policies, procedures, and activities. By improving access for persons with disabilities, we improve access for all.

# **Lakeridge Health Accessibility Status Report – 2017**

In 2012, the Lakeridge Health Multi-Year Accessibility Plan (2012-2017) was approved in accordance with the Accessibility for Ontarians with Disabilities Act (AODA, 2005). The plan outlined the strategy of Lakeridge health over the next five years to identify, prevent, and remove barriers in hospital programs and services for people with disabilities.

The present report is the fifth status report of the Lakeridge Health Multi-Year Accessibility Plan (2012-2017). In this report, you will find our progress on actions taken to meet the requirements of the AODA in 2017.

## **Accessibility for Ontarians with Disabilities**

The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005 and applies to all levels of government, non-profits, and private sector businesses in Ontario that have one or more employees (full-time, part-time, seasonal, or contract).

The AODA is made up of five standards, as well as some general requirements, and they include the:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR includes, in addition to requirements specific to each standard, the following general requirements:

1. Provide training to staff and volunteers
2. Develop an accessibility policy
3. Create a multi-year accessibility plan and update it every five years
4. Consider accessibility in procurement and when designing or purchasing self-service kiosks

In 2017, organizations with 20+ employees will need to file an online compliance report with the government confirming their continued compliance with the AODA.

## Lakeridge Health Statement of Commitment

Lakeridge health is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

## Accessibility Plan Goals & Achievements

The table presented below represents our progress on actions taken to meet the requirements of the AODA in 2017.

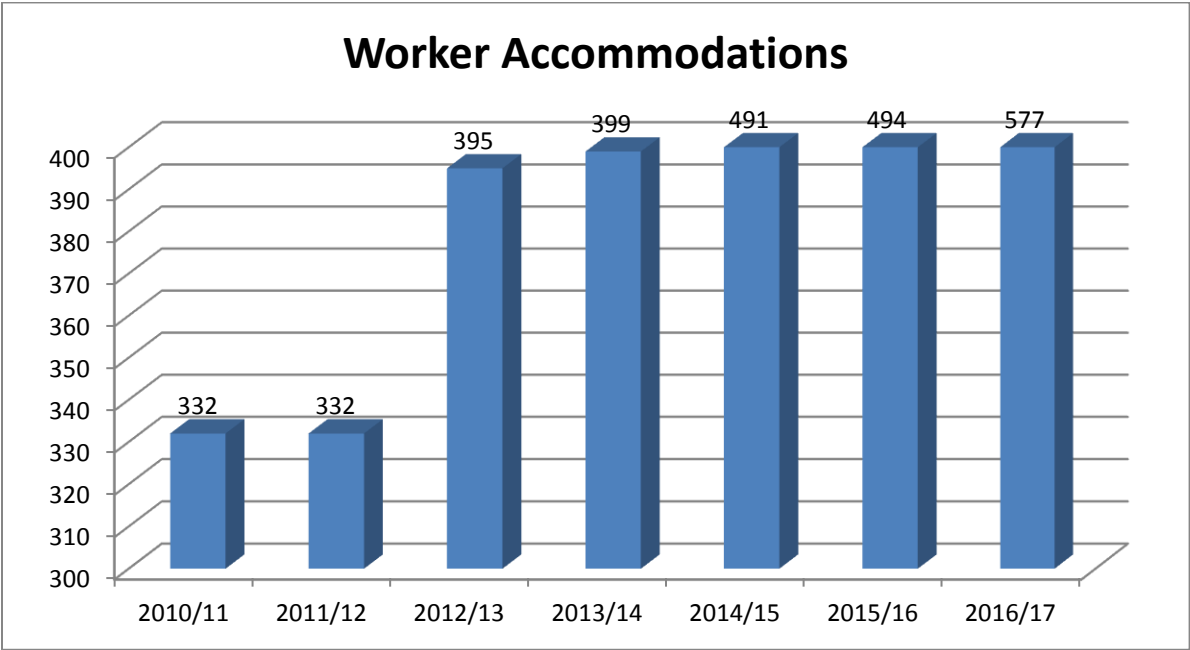
Goals	Achievements – 2017
Provide accessibility training for all employees, privileged staff, volunteers, and students on the Customer Service Standard.	<p>Training continues to be provided to all new hires during monthly general orientation sessions.</p> <p>Volunteer Resources is utilizing the AODA PowerPoint presentation, as presented at New Staff General Orientation, in the Volunteer orientation.</p> <p>On-line General Orientation Manual has been updated for all placement students.</p>
Provide accessibility training for all employees on the Integrated Accessibility Standards Regulation.	Course on the Integrated Accessibility Standard is available for all employees through the Lakeridge Health Learning Management System (uLearn).
Harmonization of Lakeridge Health and Rouge Valley Health Systems policies.	Policies harmonized and posted on Lakeridge Health’s Intranet on December 1, 2017.
Development and posting of a 5-Year Accessibility Plan.	Stakeholder consultation conducted, approval granted, and 5-Year Plan posted to Internet and Intranet sites.
Implement Integrated Accessibility Standard - Employment Standard.	Human Resources continues to integrate accessibility requirements into employment and recruitment practices.

Goals	Achievements – 2017
Conduct research on options for meeting communication-related accessibility requirements, such as enhancing accessible website features and providing alternate translation services.	Work completed mid 2017 providing higher density pictures on televisions providing (HD). Devices all have the ability to increase volume on the set or by using ear buds.
Implement a Non-Violent Crisis Intervention (NVCI) program at Lakeridge Health.	In the fall of 2017 LH sent 4 new staff to the Crisis Prevention Institute train the trainer program. This new team of instructors have begun to provide NVCI training to LH and we look forward to having more sessions throughout 2018.
Upgrade doors.	Upgrades continue where there is a project and funding.
Improve signage.	All exterior signage and elevator lobbies have been improved. About 70% of the interior signage has brail. We are continuing with the brail as a continuous improvement item.
Upgrade washrooms.	LHPP Inpatient Washrooms have been completed and New Life Centre washrooms are planned for spring of 2018.
Implement Elder Care Strategy for Senior Friendly Hospital.	<p>Annual corporate strategic priorities around both delirium prevention, screening and management and pressure injury prevention and management.</p> <p>Initiation of the START initiative to improve the success with care transition management for seniors.</p> <p>Partnership with Ontario Shores to assist with responsive behaviour management supporting the patient, family and health care team.</p> <p>Ongoing recruitment for geriatric specialists including a geriatrician. A GEM CNS nurse secured for LHO.</p> <p>Change within the organization may lead to an increased corporate focus on Senior Friendly Care and supporting strategies.</p>
Remove tripping hazards and improve lighting.	The south side of Parkwood Court was remediated in 2017. Other minor remediation was completed where it was identified. Preventive Maintenance is completed by E&I.

Goals	Achievements – 2017
Implement major elevator renovation at Lakeridge Health Oshawa.	All elevators listed have been modernized with all modern accessibility needs.
Improve accessibility work areas in Pharmacy at Lakeridge Health Oshawa.	Project on G4 has commenced and will be complete by the end of 2018.

**Worker Accommodations (Temporary and Permanent)**

With over 5,000 staff Lakeridge Health, through our Occupational Health, Safety, & Healthy Workplace (OHSW) Program makes every effort to accommodate permanently or temporarily injured workers (occupational & non-occupational injuries) and reintegrating them back into the workplace. In addition, the OHSW Team also have resources available to assist individuals requiring accommodation due to either a temporary or permanent disability. Resources include ergonomic assessment and associated modification to work areas.



Note: This report is not cumulative (i.e. relates to current year only). See previous years’ reports for successes.

## **Reviewing and Monitoring the Accessibility Plan**

The Lakeridge Health Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Lakeridge Health's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

## **Feedback**

We welcome feedback on the 2017 Accessibility Status Report, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us:

Telephone: Patient Experience: 905-576-8711  
ext. 4402  
Mail: Patient Experience  
Lakeridge Health  
1 Hospital Court  
Oshawa, ON L1G 2B9  
Email: [accessibility@lakeridgehealth.on.ca](mailto:accessibility@lakeridgehealth.on.ca)

The 2017 Accessibility Status Report is available online (<https://www.lakeridgehealth.on.ca/en/patientsandvisitors/accessibility.asp>) in accessible PDF formats.

Alternate formats, including paper copies of the 2017 Accessibility Status Report are available upon request at no charge.