



Accessibility Plan for Lakeridge Health

This 2017-2021 accessibility plan outlines the actions that Lakeridge Health will put in place to improve opportunities for people with disabilities.

PART 1: INTRODUCTION & BACKGROUND INFORMATION

Lakeridge Health

Lakeridge Health is one of Ontario's largest community hospitals, serving people across Durham Region and beyond. We are part of our community and it shows in the care we provide - because the people coming through our doors are our neighbours, family and friends.

With five hospital sites and four Emergency Rooms, we serve a diverse population. Our dedicated team of health care professionals give their all every day to keep improving the quality of care delivered, drive down wait times, and improve results.

Statement of Commitment

Lakeridge Health 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.

Accessibility at Lakeridge Health

The Accessibility for Ontarians with Disabilities Act (AODA) seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations, including Lakeridge Health, to ensure their workplaces and services are fully accessible to the public, employees, volunteers, privileged staff, and students, including persons with disabilities.

The Integrated Accessibility Standards Regulation (IASR) requires every employer with 50 or more employees, to develop and post a Multi-Year Accessibility Plan on their website by January 1, 2014. In accordance with the ISAR, Lakeridge Health's Multi-Year Accessibility Plan outlines Lakeridge Health's strategy to prevent and remove barriers to accessibility.

The objective of the Multi-Year Accessibility Plan is to support Lakeridge Health's compliance with the AODA and the ISAR and Lakeridge Health's commitment to treating all people in a way that allows them to maintain their dignity and independence. This plan refers to all Lakeridge Health Colleagues, including



employees, Privileged Staff, volunteers, students, and contractors, as well as patients with accessibility needs.

PART 2: LAKERIDGE HEALTH'S MULTI-YEAR ACCESSIBILITY PLAN

Establishment of Accessibility Policies

Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the ISAR.

Lakeridge Health will harmonize all Lakeridge Health Accessibility Policies and post one comprehensive, integrated policy on the Lakeridge Health internal intranet by December 31st, 2017.

Accessibility Plans

Large organizations shall:

- a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the ISAR;
- b. Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and,
- c. Review and update the accessibility plan at least once every five years.

Lakeridge Health will take the following steps to enhance Lakeridge Health's oversight of organizational strategies to prevent and remove barriers and meet all requirements under the ISAR by December 31st, 2017:

- Establish an AODA project team to understand requirements of the ISAR
- Engage stakeholders in Accessibility Plan development
- Identify barriers by soliciting stakeholder feedback from Lakeridge Health employees and volunteers, as well as Patient and Family Advisors
- Establish an AODA sub-committee to ensure the sustainability of Lakeridge Health accessibility programs and initiatives.

Accessible Emergency Information

Lakeridge Health is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. For more information about Accessible Emergency Information, please see the Government of Ontario's website on "[How to Provide Accessible Emergency Information to Staff.](#)"



Training

Lakeridge Health will provide training to all Lakeridge Health Colleagues on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, Privileged Staff, volunteers, students, and contractors.

Lakeridge Health has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by 2021:

- Train new hires on Ontario's accessibility standards and requirements during General Orientation
- Course on the Integrated Accessibility Standard is available for all employees through the Lakeridge Health Learning Management System (uLearn)

Lakeridge Health will take the following steps to ensure employees continue to be provided with the training needed to meet Ontario's accessible laws by 2021:

- Provide an online training module on Ontario's accessibility laws and Human Rights Code to all existing employees and new hires
- Maintain a record of all employees who are trained and when

Lakeridge Health will take the following steps to ensure volunteers are provided with the training needed to meet Ontario's accessible laws by 2021:

- Provide a training module on Ontario's accessibility laws and Human Rights Code to all existing volunteers and new hires

Information and Communications

Lakeridge Health is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Lakeridge Health internet and intranet websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and will increase to Level AA by no later than 2021.

Lakeridge Health will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by 2021.

- Make available different channels for employees to provide feedback, including telephone, email, written, or through their manager
- Make available different channels for our customers to provide feedback, including telephone and email



Lakeridge Health will take the following steps to make sure all publicly available information is made accessible upon request by 2021.

- Make available all public information in formats taking into account the person's accessibility according to their disability

Lakeridge Health will enhance their process for capturing the diversity of our community in all audio-visual productions by ensuring that individuals with visible and invisible disabilities are represented in a fair and equitable manner, no later than 2021.

Employment

Lakeridge Health is committed to fair and accessible employment practices.

Lakeridge Health has taken the following steps to notify the public and staff that, when requested, Lakeridge Health will accommodate people with disability during the recruitment and assessment processes and when people are hired:

- Post information on our website
- Include information in job postings

Lakeridge Health takes the following steps when developing individual accommodation and return-to-work plans for employees with accessibility needs.

- involve employees in the development of their plans
- assess the accommodation needs of our employees
- protect the privacy of our employees' personal information
- communicate to employees if a request for an accommodation plan is denied
- provide plans in accessible formats
- review and update the plans with employees regularly
- consider what accommodations may be appropriate for an employee returning to work, depending on if their disability is temporary, recurring or permanent

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in our performance management, career development and redeployment processes by 2021.

- review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed
- make performance management documents available in accessible formats when asked
- provide feedback and coach employees in a way that is accessible to them
- consider what accommodations employees with disabilities may need to learn new skills or take on more responsibility



Volunteers

As good business practice, employers may apply ISAR Employment Standards to unpaid staff and volunteers and other forms of unpaid work. As such,

Lakeridge Health will take the following steps to ensure the accessibility needs of volunteers with disabilities are taken into account in our performance management, placement development and redeployment processes by 2021.

- Review all volunteer roles to identify barriers to participation and possible mitigation strategies.

Lakeridge Health will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-placement policies for volunteers that have been absent due to disability by 2021.

- Revise volunteer management policy.
- Development of policy and procedures for volunteer accommodation planning and return-to-placement.

Design of Public Spaces

Lakeridge Health will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by January 1, 2017, including:

- Outdoor paths of travel
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Lakeridge Health has taken the following steps to improve the accessibility of public spaces at Lakeridge Health:

- ALL A, F, G wing and south garage elevators have been modernized. All have voice annunciation for floors.
- Exterior Signage at ALL Lakeridge Health hospitals have been replaced. New signage in all elevator lobbies at LHO incorporate AODA signage requirements to better serve our visually impaired population.

Lakeridge Health will take the following steps to improve the accessibility of public spaces at Lakeridge Health by 2021.

- Lakeridge Health will continue to replace round door knobs with level sets. Automatic doors will be utilized wherever possible.
- Ensure that all new and replacement signage meets AODA requirements, including text that is high colour contrasted with its background and has the appearance of solid characters.



Lakeridge Health

- Lakeridge Health Port Perry is seeking approval to increase the size of all patient washrooms to comply with accessibility standards.
- Lakeridge Health is seeking approval to put critical automatic doors on a preventative maintenance contract to improve operational reliability, reduce costs, and downtime.

Lakeridge Health has put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

The TP6 Regional Pharmacy Project is currently with the MoHLTC for review and approval to proceed to tender, as well as with the City of Oshawa for permit application and approval. Construction is anticipated to begin in the spring of 2017. The plan includes improved accessibility to work areas and also includes the construction of a Universal Washroom as required by the current Building Code.

Customer Service

Lakeridge Health is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Lakeridge Health will take the following steps to enhance our provision of accessible customer service to people with disabilities in accordance with AODA and ISAR by 2021.

- Select an appropriate customer service model for the hospital.
- Communicate customer service model expectations to all new and existing employees.

Lakeridge Health will take the following steps to ensure all feedback mechanisms are accessible to persons with disabilities by 2021.

- Include Patient and Family Advisors in Program Quality Councils and as active participants in developing Quality Improvement Plans.
- Incorporate recommendations for Patient Complaints Rapid Improvement Event into the Patient Complaints process, in collaboration with Patient and Family Advisors.
- Implement the real-time surveying program to increase timeliness of patient feedback.

PART 3: CLOSING STATEMENTS

In accordance with the AODA and with Lakeridge Health's objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for Lakeridge Health's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on Lakeridge Health's website and will be reviewed and updated at least every 5 years.



An Accessibility Plan - Status Report will be posted on Lakeridge Health's website at least once a year. To learn more about Lakeridge Health and the AODA, please click [here](#).

For the public:

If you have any questions, or have feedback related to Lakeridge Health's Multi-Year Accessibility Plan, please email Patient Experience at accessibility@lakeridgehealth.on.ca or contact a Patient Experience Specialist at 905-576-8711 ext. 4402.

Standard and accessible formats of this document, and all accessibility policies, are free on request from Patient Experience.

For Lakeridge Health Employees:

If you have any questions, or have feedback related to Lakeridge Health's Multi-Year Accessibility Plan, please email Healthy Workplace at earbic@lakeridgehealth.on.ca or contact the Manager of Healthy Workplace at 905-576-8711 ext. 4527.

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