



**Lakeridge  
Health**

# Accessibility Plan

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Status Report

2015 & 2016

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 – 2015 & 2016**

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 fourth 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 2015 and 2016.

### **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 2016.

<b>Goals</b>	<b>Achievements – 2015:</b>	<b>Achievements – 2016:</b>
Provide accessibility training for all employees, privileged staff, volunteers, and students on the Customer Service Standard.	<p>Training provided for all employees, privileged staff, volunteers, and students on the Customer Service Standard. Training included in-class training opportunities and self-learning packages.</p> <p>Training is provided to all new hires during monthly general orientation sessions.</p>	Training continues to be provided to all new hires during monthly general orientation sessions.
Implemented/Ongoing		
Provide accessibility training for all employees on the Integrated Accessibility Standards Regulation.	Corporate-wide training on the Integrated Accessibility Standard was provided for all employees in 2015.	Course on the Integrated Accessibility Standard is available for all employees through the Lakeridge Health Learning Management System (uLearn).
Implemented/Ongoing		

<b>Goals</b>	<b>Achievements – 2015:</b>	<b>Achievements – 2016:</b>
Implement Integrated Accessibility Standard - Employment Standard.	Human Resources integrated accessibility requirements into employment and recruitment practices.	Human Resources continues to integrate accessibility requirements into employment and recruitment practices.
Implemented/Ongoing		
Conduct research on options for meeting communication-related accessibility requirements, such as enhancing accessible website features and providing alternate translation services.	Information about Interpretation Services, such as Access Alliance Language Services (for language needs) and the Canadian Hearing Society (Ontario Interpreting Services) is communicated to all new hires during general orientation.	New patient televisions are 15.6 inches providing visually impaired individuals with an increased size for viewing picture.
Implemented/Ongoing		
Implement a Non-Violent Crisis Intervention program at Lakeridge Health.	The Non-Violent Crisis Intervention program is offered to all employees. Education is provided to help staff understand why behaviours occur and learn how to more appropriately intervene through effective communication. The program includes training on how to communicate effectively with individuals with mental health concerns, developmental delays, cognitive challenges and dementia.	The Non-Violent Crisis Intervention program continues to be offered to all employees.
Ongoing		
Upgrade doors.	Lakeridge Health started replacing round door knobs with more accessible lever sets in 2015.	Project will continue until all round door knobs are replaced with level sets. Automatic doors will be utilized wherever possible.
Ongoing		

<b>Goals</b>	<b>Achievements – 2015:</b>	<b>Achievements – 2016:</b>
Improve signage.	Ongoing improvements for way-finding signage at LH Whitby.	Exterior Signage at <b>ALL</b> the sites has been replaced with new signs. New signage in Lakeridge Health Oshawa elevator lobbies has been improved.
Implemented/Ongoing		
Upgrade washrooms.	Lakeridge Health Port Perry seeking approval to increase the size of all patient washrooms to comply with the accessibility standards.	Lakeridge Health Port Perry seeking approval to increase the size of all patient washrooms to comply with the accessibility standards.
Ongoing		
Implement Elder Care Strategy for Senior Friendly Hospital.	Ongoing work continued around falls, least restraints, mobility and delirium to support providing the best care to our senior population. Staff education in Gentle Persuasive Approaches in Dementia care continues in PASS and medicine. This education was provided to support staff with managing patients with responsive behaviours to increase staff and patient safety as well as improve patient care.	Lakeridge Health Whitby seeking approval for new doors and railings for patient ease and safety. Evaluation of falls in the medicine program occurred with a plan for reinstating the falls committee in 2017. Strategies currently under review due to committee membership changes.
Implemented/Ongoing		
Remove tripping hazards and improve lighting.	Gathered information about the possibility of putting critical automatic doors on a preventative maintenance contract to improve operational reliability, reduce costs, and downtime.	Seeking approval to put critical automatic doors on a preventative maintenance contract to improve operational reliability, reduce costs, and downtime.
Implemented		

<b>Goals</b>	<b>Achievements – 2015:</b>	<b>Achievements – 2016:</b>
Implement major elevator renovation at Lakeridge Health Oshawa.	Elevator banks A, F, G and South Parking Garage were renovated between September 2014 and March 2015.	ALL A, F, G wing and south garage elevators have been modernized. All have voice annunciation for floors
Ongoing		
Improve accessibility work areas in Pharmacy at Lakeridge Health Oshawa.	The plan for a new inpatient pharmacy department has been initially approved by the MoHLTC. The plan will include improved accessible work areas.	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.
Ongoing		

## Worker Accommodations (Temporary and Permanent)

With over 5,000 staff Lakeridge Health, through our Occupational Health and Safety, makes every effort to accommodate permanently or temporarily injured workers (occupational & non-occupational injuries) and reintegrating them back into the workplace. In addition, the Occupational Health and Safety 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 2016 Accessibility Status Report, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us:

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The 2016 Accessibility Status Report is available online (<https://www.lakeridgehealth.on.ca/en/patientsandvisitors/accessibility.asp>) in accessible PDF and Full-Text Word formats.

Alternate formats, including paper copies of the 2016 Accessibility Status Report are available upon request at no charge.