

**Norfolk General Hospital &  
Norfolk Hospital Nursing Home**

**INTEGRATED ACCESSIBILITY STANDARD  
MULTI YEAR PLAN**

[www.ngh.on.ca](http://www.ngh.on.ca)  
and in alternate formats upon request

## ***Executive Summary***

The purpose of the *Accessibility for Ontarians with Disability Act 2005 (AODA)* is to make Ontario barrier free and accessible to people with disabilities by 2025. Under this legislation, the Government of Ontario is hospitals and school boards, to develop annual accessibility plans. These obligations under the *ODA* remain in effect as accessibility standards are developed under the *AODA*. To prepare and revise our annual accessibility plan, we have consulted with persons with disabilities and their representatives and we have made the plan public.

In the first annual plan (2009-2010) prepared by the Accessibility Working Group of Norfolk General Hospital hereinafter referred to as the "hospital", the plan described: (1) the measures that the hospital has taken in the past, and (2) the measures that the hospital would take during the year to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of the hospital, including patients and their family members, staff, health care practitioners, volunteers and members of the community. The revised Multi-Year Accessibility Plan will continue to address and update changes made to comply with AODA Integrated Accessibility Standards Regulation, June 2011.

Norfolk General Hospital (NGH) and the Norfolk Hospital Nursing Home (NHNH) are committed to the continual improvement of access to facilities, policies, programs, practices and services for patients, residents and their family members, staff, health care practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

It is the intent of NGH/NHNH to provide fully accessible services to staff, physicians, volunteers and the community in accordance with the *Accessibility for Ontarians with Disabilities Act (2005) (AODA)*. We strive to provide services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in a timely manner, in the same place and in a similar way as other individuals.

In an effort to improve access to those persons having a disability, as defined in the *Ontarians with Disabilities Act, 2001* the hospital's Accessibility Working Group, now the Accessibility Committee continues to identify, prioritize and implement further opportunities for improvement, in consultation with persons with disabilities.

## COMPLIANCE SCHEDULE FOR PUBLIC SECTOR ORGANIZATIONS

Workplace Emergency Response Information	2012
Accessibility Policies and Multi Year Plan	2013
Procuring or Acquiring Goods, Services or Facilities	2013
Self-Service Kiosks	2013
Emergency Procedure Plans and Public Safety Information	2013
Training	2014
Feedback Process	2014
Accessible Web Sites and Web Content level A	2014
Recruitment, Assessment or Selection Process	2014
Performance Management and Career Development	2014
Accommodation Plans and Return to Work	2014
Accessible Formats and Communication Supports	2015
Design of Public Spaces	2016
Accessible Web Sites and Web Content level AA	2021

### General Standards

AODA Standard	Action Plan	Target Date	Status
<b>Accessibility Policies</b>			
<b>3.1</b> Establish accessibility policies	Policies that govern how to achieve accessibility are developed, implemented and maintained e.g. Customer Service, Workplace Emergency response for workers with disabilities, Integrated Accessibility	2013	Complete
<b>3.2</b> Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities is included in policy and plan	2013	Complete
<b>3.3</b> Make policy documents publicly available	Written policy documents are made publicly available and in accessible format upon request within a timely fashion  Announcement posted on the website to inform public that documents are available in accessible formats	2013	Complete

<b>Multi-Year Accessibility Plans</b>			
<b>4.1</b> Establish a multi-year accessibility plan	A multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of the Integrated Accessibility Standard is established, implemented, maintained and documented  Plan is reviewed and updated at least once every 5 years  The accessibility plan is posted on website and provided in an accessible format upon request	2013	Complete
<b>4.2</b> Conduct consultation with persons with disabilities	Community Volunteers with disabilities are members on the NGH/NHNNH Accessibility Committee	2013	Complete
<b>4.3</b> Prepare annual status report	Report on the year's progress toward goals and targets identified in multi-year accessibility plan is prepared  The report is posted on website and provided in an accessible format upon request	2013	Complete
<b>Procuring or Acquiring Goods, Services or Facilities</b>			
<b>5.1</b> Incorporate accessibility criteria and features into procurement process	All procurement documents incorporate the requirements of the AODA.	2013	Complete
<b>5.2</b> Provide explanation if impracticable, upon request	Explanations provided upon request within a timely fashion	2013	Complete
<b>Self-Service Kiosks</b>			
<b>6.1</b> Incorporate accessibility features when procuring or acquiring self-service kiosks	As available Kiosks may incorporate but are not limited to the following features: audio connector, tactile keyboard, accessible height, extra time to complete tasks  Self service Kiosks will be located in accessible areas and clear of obstacles	2013	Complete

<b>Training</b>			
<b>7.1</b> Provide training on IASR accessibility standards and Human Rights Code	Training was provided to all staff and is included in all new hire orientations.	2013	Complete
<b>7.2</b> Training is appropriate to duties of the job	Training is appropriate to the duties of the employees, volunteers and other persons who provide goods or services Training specific duties reflects the Job Description and Job Hazard Analysis	2013	Complete
<b>7.3</b> Training regarding policy changes	Minor changes to policies are brought forth to the management group to be communicated down to all staff. Training along with evaluation of knowledge is conducted for significant changes to Policies	2013	Complete
<b>7.4</b> Record of training	A record of training provided under this section, including dates of training and number of individuals is kept Records of training maintained by Education/Quality	2013	Complete
<b>Feedback Process</b>			
<b>11.1</b> Ensure feedback processes are accessible by accessible formats and/or communication supports upon request	Website invites comments/feedback under Accessibility Link Feedback processes are accessible to persons with disabilities and alternate formats are available upon request.	2014	Complete
<b>11.3</b> Notify the public about the availability of accessible formats and communication supports	Patient Services Directory outlines what is required under the AODA as well as types of accessible formats and communication supports available throughout the hospital Patient Services Directory is available on-line  Statement on website.	2014	Complete
<b>11.4</b> All publicly available information is accessible upon request	The requesting individual's disability will be taken into account in providing alternative formats	2014	Complete

<b>Accessible Formats and Communication Supports</b>			
<b>12.1</b> Provide accessible formats and communication supports for information	<p>NGH/NHNNH will employ a variety of formats when possible to support the communication of information.</p> <p>Accessible formats and communication supports shall be provided in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons</p>	2015	Complete
<b>12.2</b> Consult with person requesting alternate format	<p>NGH/NHNNH will provide information in a timely manner that takes into account the person's needs.</p> <p>If information or communication is unconvertible, NGH/NHNNH will provide the requesting person with an explanation why information is unconvertible and a summary of unconvertible information or communication</p>	2015	Complete
<b>12.3</b> Notify public of availability of these alternatives	Patient Services Directory, NGH/NHNNH Website, provides information on where to go and how to receive alternative format	2015	Complete
<b>Emergency Procedure Plans and Public Safety Information</b>			
<b>13.1</b> Provide emergency procedure and public safety information in accessible formats or with communication supports as soon as practicable, upon request	<p>Patient Services Directory provides information on emergency procedures.</p> <p>Emergency Codes are reviewed at new hire orientation.</p> <p>Information will be provided in an accessible format with appropriate communication supports, as soon as practicable, upon request.</p>	2013	Complete

<b>Accessible Web Sites and Web Content</b>			
<b>14.1</b> Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) (other than live captions and audio descriptions)	WCAG 2.0 AA compliant.	Level A: 2014  Level AA: 2021	Complete
<b>Recruitment</b>			
<b>22.0</b> Notify about accommodation in recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process  Process will follow in compliance with External Recruitment and Equal Opportunity Policies	2014	Complete
<b>Recruitment, Assessment or Selection Process</b>			
<b>23.1</b> Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process	2014	Complete
<b>23.2</b> Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs	Suitable accommodation shall take into account the person's accessibility needs due to disability NGH/NHNNH shall pursuant to the Human Rights Code accommodate individuals with disabilities short of undue hardship.  The following principles shall be set out: create no new barriers, design inclusively, identify and remove existing barriers, favour integration over segregation, provide interim measures where appropriate, and accommodate individual need short of undue hardship by exploring solutions through a cooperative process that maximizes confidentiality and respect.	2014	Complete
<b>Notice to Successful Applicants</b>			
<b>24.0</b> When making offers of employment, notify successful applicant of policies for accommodating	Standard is included in NGH/NHNNH's recruitment policy.	2014	Complete

employees with disabilities			
<b>Informing Employees of Supports</b>			
<b>25.1</b> Inform employees of policies supporting employees with disabilities	Standard is included in NGH/NHNNH's recruitment policy.  Employees requiring support or accommodation are provided with information by Occupational Health.  Policies are available on NGH/NHNNH intranet for employees.	2014	Complete
<b>25.2</b> Provide this information to new employees as soon as practicable after hiring	Successful applicants shall be notified of NGH/NHNNH's policies for accommodating employees with disabilities.	2014	Complete
<b>25.3</b> Provide updated information on accommodations policies to employees when changes occur	Employees shall be informed whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.  NGH/NHNNH shall pursuant to the Human Rights Code accommodate individuals with disabilities short of undue hardship.	2014	Complete
<b>Accessible Formats and Communication Supports for Employees</b>			
<b>26.1</b> Provide accessible formats and communication supports for job or workplace information, upon request	All information that is: <ul style="list-style-type: none"> <li>• needed in order to perform the employee's job</li> <li>• generally available to employees in the workplace</li> </ul> is provided to employees in alternate format or with communication supports	2014	Complete
<b>26.2</b> Consult with employee to determine suitability of format or support	Accessible formats and or communication supports shall take into account the person's accessibility needs due to disability	2014	Complete
<b>Workplace Emergency Response Information</b>			
<b>27.1</b> Provide individualized workplace emergency response information to employees who have a disability (temporary or permanent)	An individualized Emergency Response Strategy will be provided to employees where the need is identified..  Included in Early & Safe Return to Work policy.	2012	Complete
<b>27.2</b>	The Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources ,	2012	Complete



Provide information to person designated to provide assistance upon consent	Occupational Health and Safety, all on-call managers and any person designated to help the employee		
<b>27.3</b> Provide information as soon as practicable after becoming aware of the need	The Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources , Occupational Health and Safety, all on-call managers and any person designated to help the employee	2012	Complete
<b>27.4</b> Review individualized workplace emergency response information when: <ul style="list-style-type: none"> <li>• employee moves location</li> <li>• individual plans are reviewed</li> <li>• general emergency policies reviewed</li> </ul>	In the event of any change as required a revised Individual Emergency Response Strategy will be provided to the employee and with their consent to their manager, Human Resources , Occupational Health and Safety, all on-call managers and any person designated to help the employee	2012	Complete
<b>Documented Individual Accommodation Plans</b>			
<b>28.1</b> Develop written process for the development of documented individual accommodation plans for employees with disabilities	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	2014	Complete
<b>28.2</b> Elements include How: <ul style="list-style-type: none"> <li>• employee can participate</li> <li>• employee will be assessed</li> <li>• employer can request assessment to determine accommodation</li> <li>• employee can request participation of union rep</li> <li>• employee's personal information will remain private</li> <li>• plan will be reviewed and updated</li> </ul>	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	2014	Complete

<ul style="list-style-type: none"> <li>• reasons for denied request will be communicated</li> <li>• plan will be provided to employee</li> </ul>			
<p><b>28.3</b> Individual accommodation plans shall:</p> <ul style="list-style-type: none"> <li>• Include any information regarding accessible formats and communications supports provided, if requested</li> <li>• Include individualized workplace emergency response information, if required</li> <li>• Identify any other accommodation that is to be provided</li> </ul>	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	2014	Complete
<b>Return-to-Work</b>			
<p><b>29.1</b> Develop a documented return-to-work process</p>	Building on the present Return to Work policy, a process to document individual accommodation plans for employees with disabilities shall be developed in accordance with the Human Rights code and their respective collective agreement	2014	Complete
<p><b>29.2</b> Include steps employer will take to facilitate return to work and use documented individual accommodation plans</p>	Building on the present Return to Work policy, develop a process to facilitate return to work and documentation of individual accommodation plans for employees with disabilities in accordance with the Human Rights code and as applicable, their respective collective agreement	2014	Complete
<b>Performance Management</b>			
<p><b>30.1</b> Include accessibility considerations in performance management processes</p>	In accordance with NGH/NHNNH policies the person's accessibility needs and individual accommodation will be considered	2014	Complete
<b>Career Development</b>			
<p><b>31.1</b> Include accessibility considerations and individual accommodation plans in</p>	In accordance with NGH/NHNNH policies the person's accessibility needs and individual accommodation will be considered	2014	Complete

career development and advancement, including additional responsibilities within current position			
<b>Redeployment</b>			
<b>32.1</b> Include accessibility considerations and individual accommodation plans in redeployment processes	In accordance with NGH/NHNNH policies the person's accessibility needs and individual accommodation will be considered	2014	Complete
<b>Design of Public Spaces (Built Environment)</b>			
Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after January 1, 2016.			
Exterior Spaces <b>Ss. 80.16</b> Outdoor public use eating areas <b>80.21- 80.29</b> Exterior paths of travel including: ramps, stairs, curb ramps, depressed curbs, rest areas	AODA requirements for new builds or planned renovations of Exterior spaces are incorporated.	2016	Complete
<b>Ss. 80.34 to 80.37</b> Accessible Parking Off-street parking facilities (lots) must provide the following two types of parking spaces for the use of persons with disabilities: distinctly indicated by erecting an accessible permit parking sign	Type A: parking space which has a minimum width of 3,400 mm and signage that identifies the space as "van accessible". Type B: standard parking space which has a minimum width of 2,400 mm.	2016	Complete
<b>Ss. 80.39 to 80.41</b> Interior Spaces 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas.	AODA requirements will be built in to capital request for any newly constructed or redeveloped Interior Spaces	2016	Complete
<b>Ss. 80.42</b> Maintenance of Accessible Elements 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces 2. Procedures for dealing with temporary disruptions when accessible elements required under this part are not in working order.	Maintenance of Accessible Elements will be monitored through Workplace Inspections, Pre-Use Inspections and Health and Safety policy Notice of temporary disruptions posted and announced within the facility	2016	Complete



## DEFINITIONS

IASR	The Integrated Accessibility Standards Regulation establishes accessibility standards and introduces requirements for Information and Communications, Employment and Transportation. The Integrated Accessibility Standards Regulation also establishes the compliance framework for obligated organizations.
Accessible Formats	Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include but not limited to large print, Braille, e-mail, simplified summaries, recorded audio and electronic formats.
Communication supports:	Supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.
Web Content Accessibility Guidelines	International standard for making websites and web content accessible to people with a wide-range of disabilities. A team of experts from around the world developed WCAG.
External Partners	Entities such as customers, suppliers, partners, government regulators, and the society, which interact with an organization and may influence its performance, but are not under its direct control.
Kiosk machine, intended for public use that allows users to access one or more services or products or both.	Means an interactive electronic terminal, eg. Electronic banking
Norfolk General Hospital Emergency Codes:	
Code Back - Bomb Threat	
Code Brown - Chemical Spill	
Code Red – Fire	
Code Grey – Button Down	
Code Yellow – Missing Patient	
Code Green – Evacuation	
Code Orange – Disaster	
Code White – Violent person	
Code Blue – CPR	
Code Pink – Neonatal Medical Alert	