

Northumberland Hills Hospital (NHH) Accessibility Plan January 2024 – December 2028

1.1 Shared Purpose and Values

The shared purpose identified in NHH's Strategic Plan is *People First*, and we seek to achieve this through a commitment to our core values of Integrity, Quality, Respect, Teamwork and Compassion.

1.2 Equity, Diversity and Inclusion Statement

In alignment with our belief that diverse teams lead to better outcomes, NHH is committed to promoting an equitable and inclusive culture that is anti-racist, anti-colonialist, and anti-oppressive through our values and shared purpose of *People First*.

1.3 Accessibility Statement

This document may be made accessible in accordance with the Accessibility for Ontarians with Disability (AODA) Act, 2005. Any accessibility requests, including interpretation, should be directed to the Human Resources Department.

1.4 Accessibility Commitment

NHH is devoted to treating all people in a manner that respects the dignity and independence of persons with disabilities. NHH is also committed to ensuring that person(s) with disabilities have equal opportunity to obtain, use and benefit from the healthcare services we provide. We are dedicated to meeting the needs of people with disabilities in a timely manner and shall always endeavour to do so by maintaining at least minimum compliance with accessibility standards, and preventing or removing barriers to accessibility, wherever possible. NHH's Joint Occupational Health and Safety Committee (JOHSC) is the working group for AODA. The JOHSC maintains a Terms of Reference that is in support of our accessibility commitment ethos.

1.5 Multi-Year Accessibility Plan Approach

NHH's previous multi-year Accessibility Plan covered the period 2019 – 2023 and was progressed by the JOHSC with oversight from the Quality and Safety Committee of the NHH Board. The plan was fully implemented. A comprehensive internal AODA compliance audit was conducted by a working group in 2023 and the findings guided the development of NHH's multi-year Accessibility Plan from January 2024 – December 2028.

1.6 Integrated Accessibility Standards Regulation (IASR)

On July 1, 2011, the Integrated Accessibility Standards Regulation (IASR) was enacted into law. The IASR sets standards in the following five areas: information and communications; employment; transportation; design of public spaces; and customer service. It is based on these standards that NHH's internal compliance audit occurred and the January 2024 – December 2028 Multi-Year Accessibility Plan is framed as outlined below.

IASR Standard	Regulation	NHH January 2024 – December 2028 Multi-Year Plan
Information & Communications	Reg. 191/11, s.9(1)	Maintain an acceptable cadence of procurement of attestation relating to WCAG 2.0 AA level compliance across all primary communication channels/products, including but not limited to an audit of nhh.ca to reflect the accessibility improvements gained during the 2023 NHH brand refresh
	Reg 191/11, s. 11 (1)	Incorporate an accessibility statement and/or commitment in NHH's complaints management processes
	Reg. 191/11, s. 13 (1)	Establish a Framework for creation and maintenance of individualized accommodation/accessibility plans for staff, midwives, physicians, volunteers and non-patient related visitors
Employment	Reg. 191/11,s. 28(2)	Institute a process for updating accessibility/accommodation information regularly
	Reg. 191/11, s. 25(1)	Review and update NHH's Guide Dogs and Service Animals Policy
Transportation	Conventional Transit Focus	<p>Ensuring that NHH's fleet of vehicles designated to the ACT Team of our Mental Health Department, used for the transportation of clients meet the following requirements:</p> <ul style="list-style-type: none"> • Are the appropriate size • Has the provision of training of conventional transit • Have support persons identified, where appropriate • Have accessible seating and mobility aids spaces, as appropriate • Have appropriate seating for persons with vision loss, where appropriate • Are encouraging of the use of service animals if requested and where appropriate • Have facilities for priority boarding where appropriate • Have appropriate grab bars, handholds, or stanchions where appropriate
Design of Public Spaces	Reg.413/12, s.6	Forge partnership/knowledge exchange with municipal and County Accessibility Advisory Committees where they exist
		Implement accessibility improvements to: (j) protective barrier that runs along the edge of the NHH walking trail that is adjacent to water or a drop-off; (k) signage denoting the length of the trail; (l) signage regarding the type of surface of which the trail is constructed; (m) signage regarding the average and minimum

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		trail width; and (n) signage of the average and maximum running slope Review outdoor eating spaces to ensure compliance with accessibility standard regulations Review accessible parking in line with Type A and Type B requirements Review the need to include 2 parking spaces and an additional 2% of parking spaces for the use of persons with disability where there are between 201-1000 parking spots Implement procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions
Customer Service	Reg.165/16, s.16	Review Accessible Customer Services for People with Disabilities/Information and Communication/Design of Public Spaces Policy to include information regarding where persons with disabilities may not go
	Reg. 165/16, s.16	Review and improve training provided to staff, physicians, midwives and volunteers ensuring (a) – (g) requirements of regulations are met
General Standards	Reg. 413/191/11, s.5 and Reg. 413/12,s.4 (Procurement)	Ensure the incorporation of accessibility statements to the Purchasing Order (PO) process of procurement
	Reg. 191/11, s.6 (Service Kiosks)	Review accessibility requirements of identified service kiosk areas – height of windows in relevant departments (for example Labs, Finance, Diagnostic Imaging, Ambulatory)

1.7 General Standards

In accordance with Reg. 191/11, s.4 Accessibility Plans and in fulfilment of above, NHH shall:

- Implement afore laid out multi-year Accessibility Plan which outlines our strategy to prevent and remove barriers
- Post the Plan on our website in addition to making this available on request
- Review the Plan on completion and institute the next 5-year plan
- Review the Accessibility Plan in consultation with persons with disabilities or an accessibility advisory committee
- Report on progress of Plan to the JOHSC and Board Quality and Safety Committee

1.8 Closing Statement

In accordance with AODA and with NHH's commitment as earlier alluded to, this Multi-Year Accessibility Plan is posted on NHH's website and will be reviewed and updated at least every five years. Furthermore, an annual status update will be posted annually.

1.9 Contact Information

For any questions or feedback relating to this plan, please contact either **Chuck Cudmore**, Director Plan Operations (ccudmore@nhh.ca 905 – 372 6811 Ext 7774) or **Lola Obomighie** Vice President People, Culture & Organizational Effectiveness (lobomighie@nhh.ca 905 – 372 6811 Ext 4019).