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ST. JOSEPH'S GENERAL HOSPITAL ELLIOT LAKE

MULTI-YEAR ACCESSIBILITY PLAN

September 1, 2013 to December 31, 2017

FOR

INTEGRATED ACCESSIBILITY STANDARDS

Date: September 1, 2013

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1.0 Statement of Commitment

St. Joseph's General Hospital Elliot Lake (SJGH EL) is committed to excellence in serving all customers including people with disabilities. The Hospital's Mission and Values are built around our ability to meet the needs of all who come to us for health care and it is our commitment that we will do this to the best of our ability.

St. Joseph's General Hospital is committed to meeting the accessibility needs of persons with disabilities in a timely manner.

2.0 Executive Summary

St. Joseph's General Hospital has committed to the Ontarians with Disabilities Act (ODA 2001) to provide plans that address the identification, removal and prevention of barriers for persons with disabilities.

The Integrated Accessibility Standards Regulation (IASR) of AODA became law in June, 2011, and now requires Hospitals to produce multi year accessibility plans that include targets and timelines for compliance with the multiple requirements of the IASR, in addition to their activities relating to both the Customer Service Standard of ACHA and locally identified barriers in by-laws, policies, programs, practices, and services.

In this, St. Joseph's General Hospital Multi Year Accessibility Plan 2013-2017, you will find references to the Accessibility for Ontarians with Disabilities Act (AODA 2005), which builds on the ODA and whose purpose is to create an accessible Ontario by 2025 through the development of standards and enforcement mechanisms. Compliance reporting on the Customer Service Standard was completed by member organizations in 2010 and again in December, 2012, as required by law, and ongoing customer service standard initiatives continue. Legislated standards in the areas of Information and Communications, Employment and Transportation are combined in the Integrated Accessibility Standards Regulation (2011), and the phased-in nature of the IASR is reflected in the targets and timelines contained in the current multi year plan. Finally, a preliminary plan to implement the Design of Public Spaces Standard will be developed in 2014-15 with an expected implementation date of January, 2016.

In keeping with AODA and IASR, there is a commitment that St. Joseph's General Hospital will engage a consultation process with community groups who represent persons with disabilities by June, 2014 to present and discuss the multi year plan. It is also an opportunity for the community groups to discuss their barriers for the people they represent.

St. Joseph's General Hospital is committed to providing equal treatment to people with disabilities with respect to use and benefit of services, programs, goods and facilities. Our Hospital is committed to giving people with disabilities the same opportunity to access services and to allowing them to benefit from the same services, in the same place and in similar ways as all other patients, clients, residents and employees. This commitment extends to patients, families, visitors, employees, physicians and volunteers with visible or non-visible disabilities.

This plan is available in alternate format, or with communication support, upon request.

3.0 Aim and Objectives of the Plan

This plan is intended to continue to move St. Joseph's General Hospital toward the vision of accessibility and inclusion for all who come to work or use the Hospital facilities and services.

This plan:

- Describes St. Joseph's General Hospital Elliot Lake which is covered by this accessibility plan
- Outlines the methodology used to identify barriers
- Outlines the measures to be taken during the next five years to meet the mandatory requirements of IASR (AODA)
- outlines the review and monitoring process of the annual accessibility plan
- describes how the plan will be communicated internally and to the public

4.0 Definitions

For the purpose of this plan, the following definitions apply:

A "**barrier**" is anything that prevents a person with a disability from full participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (organizational barrier).

Architectural and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities. Examples are:

- Hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker
- Counters that are too high for a person of short stature
- Poor lighting for people with low vision
- Doorknobs that are difficult for people with arthritis to grasp

- Parking spaces that are too narrow for a driver who uses a wheelchair
- Telephones that are not equipped with telecommunications devices for people who are Deaf, deafened or hard of hearing

Information or communications barriers happen when a person can't easily understand information. Examples are:

- Print is too small to read
- Websites that can't be accessed by people who are not able to use a mouse
- Signs that are not clear or easily understood
- A person who talks loudly when addressing a person with a hearing impairment

Attitudinal barriers are those that discriminate against persons with disabilities. Examples are:

- Thinking that persons with disabilities are inferior
- Assuming that a person who has a speech impairment can't understand you
- A receptionist who ignores a customer in a wheelchair

Technological barriers occur when a technology can't be modified to support various assistive devices. An example is:

- A website that doesn't support screen-reading software

Organizational barriers are an organization's **policies, practices or procedures** that discriminate against persons with disabilities. Examples are:

- A hiring process that is not open to persons with disabilities
- A practice of announcing important messages over an intercom that persons with hearing impairments cannot hear clearly

Disability is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

5.0 Plan Member Sites

The Corporation of St. Joseph's General Hospital includes three (3) active sites:

St. Joseph's General Hospital site

St. Joseph's Manor site

The Oaks Treatment Centre site

All sites are part of the Corporation as a whole and therefore fall under the auspices of the AODA and the IASR. This multi year accessibility plan is applicable to the three (3) sites.

5.1 St. Joseph's General Hospital

St. Joseph's General Hospital Elliot Lake is a fully accredited facility that has 57 acute care beds set up and in operation. The Hospital further operates a 64 bed Long Term Care facility, a 52 bed fully accredited Drug and Alcohol Treatment Centre with a Detoxification Unit, a Nurse Practitioner program, and a Diabetic Outreach program.

The Hospital is a full-service facility with a 24-hour, 7 days a week Emergency Department, a 6-bed Intensive Care Unit, and Medical, Surgical and Obstetrical services. Because this is a full-service hospital, we service an extensive catchment area including the communities of Elliot Lake, Spanish River, Shedden, Massey and the Serpent River and Sagamok First Nation Reserves. The Corporation currently employs over 300 employees.

MISSION STATEMENT OF ST. JOSEPH'S GENERAL HOSPITAL

St. Joseph's General Hospital Elliot Lake, an Acute and Chronic Care Catholic Facility committed to the healing ministry of Jesus, strives to provide the best possible health care for all residents of Elliot Lake and the North Shore and others who seek our care.

Mission Values

<i>Dignity</i>	of the person fosters an atmosphere of respect and compassion for each other and all those who we serve.
<i>Spirituality</i>	nurtures the experience that God dwells among us by our actions, attitudes and values.
<i>Collaboration</i>	requires us to work together as well as with other agencies, organizations and groups committed to health care.
<i>Creativity</i>	commits us to proactive stances in health delivery.
<i>Social Responsibility</i>	requires us to continually seek ways to deliver the unmet needs of the people we serve through direct services and advocacy and within our given resources.
<i>Sacredness of Life</i>	ensures dignity and respect for life from conception to natural death.

PHILOSOPHY OF HEALTH CARE FOR ST. JOSEPH'S GENERAL HOSPITAL

The care provided is founded on the Judeo-Christian tradition and a belief in the dignity of each person.

<i>Health Care</i>	we believe that health care is one of the essential ministries of Christianity and the Catholic Church. It is concerned with people who are struggling with the limitations of the human condition even as they seek to be whole.
<i>Ministry</i>	we believe that through this ministry, God's healing power continues to touch the lives of suffering people.
<i>Healing Love</i>	we believe that all those involved in our health care ministry are called to express the Creator's love through their care and concern for each other and the people they serve.
<i>Reverence for Life</i>	we believe that all creation should be held in reverence and that life is sacred in all its moments.

Uniqueness of Life we believe that God has created all persons with equal dignity. Therefore, in our ministry of health care, we respect the uniqueness of each person. These values are expressed in a caring and healing environment.

Alleviation of Suffering we believe that while suffering is a part of every human life, it should be alleviated when possible. In our efforts to do this, we support the sick, the family and friends with love, compassion and care.

Support of the Dying we believe that each death is not the end of life but a transition to new life with God. We assist the dying to experience this moment with dignity and peace. We support family and friends with compassion.

5.2 St. Joseph's Manor

St. Joseph's Manor is a 64 – bed Long Term Care Facility. The Manor opened its doors in November, 2002 and is physically attached by a tunnel to the Hospital. All dietary, housekeeping and maintenance services are provided by the Hospital to the Manor.

5.3 The Oaks Treatment Centre

St. Joseph's General Hospital has been operating a drug and alcohol treatment centre since the early 1980's. In the early 1990's, the Hospital purchased the Oaks Hotel and renovated the entire building to provide a complete drug and alcohol treatment facility with a withdrawal management section and a treatment section.

6.0 Barrier Identification Methodologies

The following barrier identification methodologies are used by the organization to create a list of barriers to be addressed:

METHODOLOGY	DESCRIPTION	STATUS
Accessibility Committee	Members of this committee examine delivery of goods and services within the 3 sites. This committee gives consideration to community matters that may affect how citizens with disabilities experience health care at our facility. They provide important insight regarding accessibility	Issues brought to this committee for information and follow up
Audits conducted by the Human Resource Department	Audits of various service areas are to be conducted annually. The audit results are used to address issues pertaining to accessibility	Data from the audit is made available to the Accessibility Committee to identify priority areas for change
Review of construction/renovation projects	Construction and renovation projects are reviewed by the Manager of Engineering who is a Mechanical Engineer and knowledgeable about accessibility	Concerns are identified and measures taken to remove and/or prevent barriers.
AODA Legislation	Mandatory requirements of the legislation for needed accessibility initiatives and/or change Previously achieved requirements and standards (such as the Customer Service Standard) are reviewed to ensure ongoing compliance	AODA requirements are a primary driver of change for the period of the multi year plan

7.0 Work Plan for 2013-2017

A comprehensive work plan has been developed to address the requirements of the Integrated Accessibility Standards Regulation (IASR). By following these itemized action plans, full compliance with legislated AODA standards will be achieved, and locally identified priorities will also be addressed.

8.0 Review and Monitoring Process

Accessibility planning is an important means of improving both the safety and quality of service delivery to the population we serve, of attracting and retaining employees, and of increasing the efficiency of our operations. It also leads to improved patient experiences.

The Accessibility will meet on a quarterly basis to review progress towards the goals and targets outlined in the Work Plan.

Annual progress reports as per IASR legislation will be presented to the Senior Management team.

9.0 Communication of the Plan

The 2013-2017 multi year Accessibility Plan will be posted on the Hospital Intranet once approved by Senior Management.