

## **Accessibility Plan 2013-2018**

### **Our Commitment**

Kemptville District Hospital (KDH) is committed to ensuring equal access and participation for people with disabilities, respecting their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner.

Kemptville District Hospital believes in integration; we will achieve this by identifying and removing barriers to accessibility, and by meeting our requirements under Ontario's accessibility laws.

### **Introduction**

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA), which became law in June 2005, is to ensure greater accessibility for Ontarians with disabilities. As a designated public sector organization, Kemptville District Hospital's accessibility policy is in alignment with the AODA, 2005, and the Accessibility Standards for Customer Service, Ontario Regulation 429/07 – Ontario's roadmap to becoming barrier-free by 2025.

Kemptville District Hospital has outlined a multi-year plan, which includes our current achievements, as well as our upcoming obligations.

### **Providing Goods and Services to People with Disabilities**

Kemptville District Hospital is committed to fulfilling our requirements under the AODA by making our premises and services accessible to all Ontarians.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices that we have on site, or that we provide, which may be used by clients with disabilities while accessing our goods and services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed everywhere on the Kemptville District Hospital complex, with the exception of the sterile O.R. areas.

## Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany him or her on our premises.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, Kemptville District Hospital will notify clients promptly. Notice will be clearly posted, and include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice will be placed in all patient waiting areas, as well as on our website, [www.kdh.on.ca](http://www.kdh.on.ca).

## Training

Kemptville District Hospital will provide accessibility training to all employees, volunteers and others who deal with the public or third parties on our behalf. This training will be provided upon hire and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- Kemptville District Hospital's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device, or require assistance of a service animal or a support person.
- How to use the wheelchairs, lifts, etc., available onsite or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing Kemptville District Hospital's goods and services.
- Any updates/changes to our accessibility plan as required.

## Feedback Process

Clients who wish to provide feedback on the way Kemptville District Hospital provides goods and services to people with disabilities can do so in the following ways:

- In person, in the AODA Sub-committee Chair's office.
- Via email, [AODA@kdh.on.ca](mailto:AODA@kdh.on.ca)
- Via paper-based forms available in all patient waiting areas.
- Via telephone: 613-258-6133 ext. 287
- By fax: 613-258-4997

All feedback, including complaints, will be directed to the AODA Sub-committee. Clients can expect to hear back within five (5) business days of submitting the complaint.

### KDH Accessibility Plan 2013-2018: Status Update 2016

Action Items	Status
Install push button activation switches on courtyard doors.	Received quote April 8/2016 – under review.
Install handrails, lower hall.	To be reviewed upon completion of Outpatient Clinic Modernization Project.
Install sensor mechanisms on all doors	Completed in 2015.
Conduct periodic survey of staff and public through surveys and feedback on how we're meeting requirements.	New survey draft in process – to be presented for review next meeting, September 27/2016.
Review existing policies annually.	Policy reviewed February 2016 – awaiting approval.
Monthly in-house inspections.	Ongoing.
Refresh painting of accessible parking spaces in parking lot.	To be completed summer of 2016.

### AODA Sub-committee Membership 2016/2017

Name	Department	Position
Christine O'Reilly	Building Services	AODA Chair/Environmental Services Supervisor/EPP Coordinator
Tammy Buehlow	Building Services	Manager
Andrea Corbett	Dietary	Manager
Wendy Gloucher	Material Management	Team Leader
Katelyn Miller	Diagnostic Imaging	Staff member
Deb Mitchell	LTC/ER/M&S	Team Leader
Laurie LaPorte-Pitticco	Physio	Staff member
Jenny Read	Communications/Patient Relations	Communications/Patient Relations Officer
Patricia Tischart	Physio	Staff member
TBD	Patient & Family Advisor	

We are pleased to have added a Patient and Family Advisor to the Sub-committee. We will work closely with our Advisor in the process of identifying and removing barriers, and striving to provide a safe environment for all.