



**Lakeridge
Health**

Accessibility Plan

Annual Status Report

2021

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 – 2021

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 for Lakeridge health over the next five years to identify, prevent, and remove barriers in hospital programs and services for people with disabilities.

In this report, you will find our progress on actions taken to meet the requirements of the AODA in 2021.

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 50+ 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 2021.

Goals	Achievements – 2021
Provide accessibility training for all employees, privileged staff, volunteers, and students on the Customer Service Standard.	<p>Training continues to be provided to all new hires during monthly general orientation sessions.</p> <p>Due to the March 2020 suspension of the volunteer program and the slow return of volunteers to the organization, the on-line module based upon LH Team training will be implemented with the first new volunteers being recruited for in-hospital volunteer activity starting November 2021</p> <p>AODA training is provided to all new privileged staff. This is accessed via uLearn during their onboarding sessions.</p> <p>On-line General Orientation Manual has been updated for all placement students. Students are asked to follow-up with their preceptor should they have questions.</p>
Provide accessibility training for all team members on the Integrated Accessibility Standards Regulation.	“Accessibility for Persons with Disability” course is available for all team members through the Lakeridge Health Learning Management System (uLearn).
Regular Policy Review	The “Accessibility for Persons with Disability” policy and procedures was harmonized and posted on Lakeridge Health’s Intranet on December 1, 2017. In compliance with Lakeridge Health’s ‘Controlled Document Development, Approval and Management Policy and Procedures, which requires policies to

	be reviewed every three years, the Accessibility for Persons with Disability policy is currently being reviewed.
Development and posting of a 5-Year Accessibility Plan.	Stakeholder consultation is currently underway. Once approval is granted, the 5-Year Plan will be posted to Internet and Intranet sites.
Implement Integrated Accessibility Standard - Employment Standard.	Human Resources continues to integrate accessibility requirements into employment and recruitment practices.
Goals	Achievements – 2021
Conduct research on options for meeting communication-related accessibility requirements, such as enhancing accessible website features and providing alternate translation services.	Since 2017, Access Alliance interpretation services are available and free for patients, families and teams; available 24/7 in 180 languages and deaf or hard-of-hearing services. All font is required to be 12 point or bigger when communicating with volunteers. All shared documents are to be in PDF for external email addresses.
Upgrade doors.	Doors that require operators or other improvements are completed as funding is approved.
Upgrade washrooms.	Numerous washrooms have been upgraded/renovated in LHO and LHW. Washrooms within newly renovated areas are converted to accessible washrooms.
Implement Elder Care Strategy for Senior Friendly Hospital.	Annual corporate strategic priorities around ALC bed reduction. Initiation of the START initiative to improve the success with care transition management for seniors. Partnership with Ontario Shores continues to assist with responsive behaviour management, supporting the patient, family, and health-care team. Recruitment of a Geriatrician to the Geriatric consult team.
Remove tripping hazards and improve lighting.	The south side of Parkwood Court was remediated in 2017. Other minor remediation was completed where it was identified.

	<p>Preventive maintenance is completed by E&I.</p> <p>Hazards are addressed during Joint Health and Safety Committee inspections and regular walkthroughs by engineering staff.</p> <p>Numerous lights at LHO being replaced to Led. Ajax lights currently being replaced.</p> <p>LHW meets and exceeds all standards.</p>
Goals	Achievements – 2021
Implement major elevator renovation at Lakeridge Health Oshawa.	<p>We completed upgrades to multiple elevators in the G, F, A and C wings over numerous years at LHO, as well as 4 elevators at LHB and 1 at Port Perry.</p> <p>LHW has also been upgraded and meets current standards.</p> <p>All new elevators include both Braille and voice annunciation.</p>
Communications. Website compliance	<p>The content on the Lakeridge Health corporate website was revamped in early-2021 to ensure compliance with AODA legislation. An action plan is currently being developed to ensure PDF attachments on the site are accessible.</p>
Unplanned Achievements	<p>Funding Commitment: SLT approved a \$300,000 Capital allotment for 2021/2022 budget in order to support Accessibility and AODA compliance projects and initiatives. Once the 5year plan is further developed and detailed, LH is committed to provide Capital funding to support the plan going forward.</p> <p>Staxis: The project provided 20 new Staxis (Mobility chairs to assist patients in accessing services within the hospital when accompanied by frontline staff or a volunteers. The Staxis are located at Registration desks throughout the Hospital.</p> <p>Increase in Accessible Parking Numbers: the total number of Accessible Parking spots have been increased from 16 to 33 at the Ajax Site and the adjacent Long Term Facility. The parking spaces accommodate larger vehicles as well as provide a safe passage way to the nearest Hospital Public Entrance.</p>

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 2021 Accessibility Status Report, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us:

Telephone: Patient Experience: 905-576-8711, ext. 34402

Mail: Patient Experience
Lakeridge Health
1 Hospital Court
Oshawa, ON L1G 2B9

Email: accessibility@lh.ca

The 2021 Accessibility Status Report is available online (<https://www.lakeridgehealth.on.ca/en/patientsandvisitors/accessibility.asp>) in accessible PDF formats.

Alternate formats, including paper copies of the 2021 Accessibility Status Report are available upon request at no charge.