

Pembroke Regional Hospital Accessibility Plan 2017 Executive Summary

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), formerly Ontarians with Disabilities Act (ODA), is entering its 11th year; this act requires public organizations to prepare annual plans and improve opportunities for people with disabilities. People with disabilities are involved in the process from the identification to the removal and prevention of barriers within Pembroke Regional Hospital (PRH). Once again in order to achieve this goal, the Pembroke Regional Hospital (PRH) has prepared an annual accessibility plan through consultation with persons with disabilities and has stated the plan to the public.

Additionally, the Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

In addition to the requirements under the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) legislation requires organizations to comply with the following by January 2010:

1. **Establish policies, practices and procedures:** for the provision of service those with disabilities and how to deal with the use of assistive devices.
2. **Establish a training program and train staff:** overview of the Act, how to interact and communicate with people with disabilities, how to use equipment and assistive devices, what devices and equipment are available for use on our premises, what to do if a person is having difficulty accessing services because of a disability and where to find policies and procedures about the provision of service to people with disabilities.
3. **Establish a feedback process:** for receiving and responding to complaints about the way we provide service to people with disabilities, make allowances for the provision of feedback in a variety of ways, and make the information accessible to the public.
4. **Prepare documentation:** description of client service policies and practices, policies with respect to service animals, steps to be taken when there is an interruption of service, and the organizational training that is provided.

Integrated Accessibility Standard

The Integrated Accessibility Standard does not replace or limit any requirement or obligations owed to individuals with disabilities under the Human Rights Code.

The Integrated Accessibility Standard sets out minimum standards in each of three areas: Information and Communication, Employment Accessibility and Transportation.

1. Information and Communication Standard

This standard addresses the need to provide information and to communicate in a way that is accessible to individuals with disabilities, which includes providing accessible web content and alternate formats.

2. Employment Accessibility Standard

This standard addresses the creation of accessibility through all aspects of the employment cycle starting with recruitment, assessment, selection, hiring, and performance management through to retention.

3. Transportation

This standard was created to eliminate the physical barriers to public transportation and to improve specialized transportation systems. This standard applies to organizations that provide transportation services without being primarily engaged in transportation.

The 2017 Accessibility Plan expresses:

1. The accomplishments that the Pembroke Regional Hospital has made to date under the AODA;
2. The measures that the Pembroke Regional Hospital will take during the next year to identify, remove, and

prevent barriers to people with disabilities who use the facilities and services of PRH, and the plan to achieve compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/0.

3. The measure that the Hospital will take in 2017 to comply with the Integrated Accessibility Standards.

Objectives of this plan are:

1. Describes the process by which the Pembroke Regional Hospital will identify, remove, and prevent barriers to people with disabilities.
2. Reviews the progress the Pembroke Regional Hospital has made in removing and preventing barriers that were identified in recent years.
3. Lists the facilities, policies, programs, practices and services that the Pembroke Regional Hospital will review in the coming year to identify barriers to people with disabilities.
4. Describes the measures the Pembroke Regional Hospital will take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Describes the ways that the Pembroke Regional Hospital will make this accessibility plan available to the public.

Description of the Pembroke Regional Hospital (PRH)

The Pembroke Regional Hospital Inc. (PRH) is a public hospital under the Public Hospitals Act, although, it is separately incorporated with a volunteer Board of Directors. Located within the Champlain Local Health Integration Network (LHIN), PRH provides acute services for the City of Pembroke and surrounding communities including the townships of Laurentian Valley, Bonnechere Valley, North Algona-Wilberforce, Town of Petawawa and CFB Petawawa, Pikwakanagan First Nations Reservation and portions of north western Quebec. PRH also serves a portion of residents of Barry's Bay, Chalk River, Deep River, Bromley and the Town of Renfrew in its role as a secondary referral hospital within the guidelines of the Rural and Northern Health Care Framework.

The Pembroke Regional Hospital is designated by the Province to offer regional programming in the areas of stroke care, cardiac care, Ontario Breast Screening Programs, mental health services, and perinatal services. In addition to these services, PRH is recognized as a teaching hospital affiliated with the University of Ottawa's Faculty of Medicine and other educational institutions.

The Pembroke Regional Hospital is also part of the Ontario Telemedicine Network which provides a full range of clinical consultation services including cardiac care, pediatrics, dermatology, endocrinology, neurology, and psychiatry, to name a few. These services are achieved through the application of telecommunications technology. In our community, telemedicine helps to bring specialty services closer to home by connecting doctors in Ottawa with our patients and doctors from our hospital with patients in Barry's Bay, Deep River, and Renfrew.

The Pembroke Regional Hospital employs approximately 750 workers and serves a catchment of approximately 100,000 people. PRH has been recognized for its effective communication and partnership strategies with internal and external stakeholders and its continued progress in providing services closer to home.

The Accessibility Planning Sub-Committee

The Accessibility Planning Sub-Committee reports to the Pembroke Regional Hospital's Senior Leadership Team and Board through the Patient Care, Quality and Risk Management Committee.

The Accessibility Planning Sub-Committee's responsibilities are:

- To review yearly and list: by-laws, policies, programs, practices and services that cause or may cause barriers to people with disabilities;
- To identify barriers that have been found and removed in previous year;
- Using a consultative approach, identify barriers that still exist;
- To describe how these barriers will be removed or prevented in the coming year;
- To prepare a plan on these activities, and after its approval make the plan available to the public on the Hospital website;

- To ensure that there are policies, practices and procedures in place for the provision of service to those with disabilities and how to deal with the use of assistive devices;
- To ensure that staff are trained on: overview of the Act, how to interact and communicate with people with disabilities, how to use equipment and assistive devices, what devices and equipment are available for use on our premises, what to do if a person is having difficulty accessing services because of a disability and where to find policies and procedures about the provision of service to people with disabilities;
- To ensure that a feedback process is in place for receiving and responding to complaints about the way we provide service to people with disabilities, make allowances for the provision of feedback in a variety of ways so that it is accessible to the public.

Accessibility Planning Sub-Committee Members are:

- Vice-President of Patient Services, Seniors and Community Care
- Director of Plant Services
- Director of Medical, Rehab and Ambulatory Programs
- Clinical Resource Nurse Medical Program
- Manager of Emergency Department
- Supervisor of Environment Services
- Manager of Risk Management / Policy and Procedures
- Occupational Therapist
- Physiotherapist

Ad hoc Members

Members of the Hospital and broader community and partners who are able to represent the interests of persons with disabilities on an as needed and/or consultative basis.

Hospital Commitment to Accessibility Planning

Through its' mission and values, the Pembroke Regional Hospital is committed to fostering a caring environment of respect and dignity for all. In accordance with the value of social responsibility and the hospital's motivation to maintain dignity of life, Pembroke Regional Hospital ensures:

- The monitoring and continual improvement of access to facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, physicians, volunteers and members of the community;
- The participation of people with disabilities in the development and review of its annual accessibility plan;
- Ensuring that the hospital by-laws and policies are consistent with the principles of accessibility; and
- The continuance of an Accessibility Planning Sub-Committee at the hospital.
For additional copies or a copy in an alternative format contact:

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