



Accessibility Multi Year Plan 2024-2029

Collingwood General and Marine Hospital

Collingwood General and Marine Hospital

Accessibility Multi Year Plan

For the period ended December 31, 2029

Executive Summary

CGMH is focused on delivering the best possible health outcomes and an exceptional patient experience through high quality, more accessible and efficient care. Our vision for an exceptional experience for patients and their families and caregivers is an inter-connected system of care that is easier to navigate and addresses the unique needs of our community. In order to achieve this vision, we must eliminate barriers that limit equitable and accessible care for our patients and their families.

Several years ago, eliminating barriers for people with disabilities began with simple curb cuts to accommodate wheelchairs, and the addition of more new parking spots for persons with disabilities. Today, accessibility has expanded to include identifying and addressing communication, attitudinal, technological, policy and physical barriers. In 2005, when the Accessibility for Ontarians with Disabilities Act was introduced the Collingwood General and Marine Hospital embraced the new legislation to ensure a barrier free environment for people with disabilities.

It is with pleasure that we introduce the CGMH Multi-Year Accessibility Plan that outlines our strategic direction with regards to accessibility and embraces the Integrated Standards of the Accessibility for Ontarians with Disabilities Act, to support the Ontario government's goal of a fully accessible Ontario by the year 2025.

Objectives

This plan includes the following objectives:

- Describe the process by which CGMH will identify, prevent, reduce and/or remove barriers to persons with disabilities.
- Outlines the process by which the status of each barrier is reviewed and monitored.
- Outlines the process by which new barriers are identified and included in future plans.
- Describes how CGMH will make this accessibility plan available to the public.

Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) called for the development of standards and regulations to make Ontario fully accessible to people with disabilities by the year 2025. In 2007 The Accessibility Standards for Customer Service (ASCS) regulation was published as Ontario Regulation 429/07. In 2011 the Integrated Accessibility Standards Regulation (IASR) was published as Ontario Regulation 191/11 which was amended in 2012 by Ontario Regulation 413/12.

The IASR requires a multi-year Accessibility Plan. The CGMH's multi-year Accessibility Plan outlines the overall strategies of how the Hospital will meet accessibility standards in the AODA Integrated Accessibility Standards Regulation (IASR). The current plan covers the period from 2024 – 2029. It is a living document which will be reviewed and updated at least once every 5 years.

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Strategic Plan

At Collingwood General and Marine Hospital we are anchored by our vision, mission and values and guided by our strategic directions.

Vision: Outstanding Care – For Life.

Mission: Advancing community health through compassionate, innovative and collaborative care.

Values:

I - INCLUSIVE

C - CARING

A - ACCOUNTABLE

R - RESPECTFUL

E - EXCELLENCE

A - ADAPTABLE

T - TEAMWORK

CGMH

By acknowledging and recognizing these values every day, CGMH will fulfill our mission to create a barrier free hospital for people with disabilities.

Strategic Directions

Patient Experience

We focus on the ongoing evolving needs of our patients and families.

Innovation

We innovate continuously and successfully in all that we do.

Partnerships

We collaborate with our community and across the health system for patients to receive a seamless, integrated experience within and beyond our hospital.

Our People

We deeply value our skilled and dedicated staff, physicians and volunteers.

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About Collingwood General Marine Hospital

Collingwood General and Marine Hospital (CGMH) serves one of Ontario's fastest-growing and most diverse communities with a large transient population comprised of part-time residents and vacationers to one of the province's premier "play grounds" with exceptional year round recreation and beauty. We serve the communities of Collingwood, Wasaga Beach, The Town of Blue Mountain, and Clearview.

CGMH is an 84-bed facility serving more than 73,000 permanent residents and 3.5 million annual visitors. CGMH is an acute care hospital providing emergency care, diagnostic services including lab, imaging and cardiorespiratory therapy, as well as two inpatient units (medicine and surgery). In addition, CGMH provides care in specialty areas including obstetrics, orthopedics, intensive care and surgery. The Hospital also provides outpatient care including dialysis and a wide range of clinics including mental health and rehabilitation services. CGMH continues to provide care close to home for its community and plays a key role as an integrated orthopedic centre for the region.

CGMH is also an integral part of Ontario Health's Central Region, which is made up of fifteen Hospitals ranging from Halton Healthcare to Muskoka Algonquin Healthcare. By working collaboratively with other Hospitals, CGMH maximizes efficiencies, reduces costs and works proactively to ensure that the people of the area are educated about their own health and always have access, within the region, to the health services they require.

In fiscal year 2022/23, CGMH reported:

- 674 employees, 234 physicians, midwives and dentists, and 110 volunteers
- 34,851 emergency visits
- 5,317 surgical procedures and 399 orthopaedic surgeries
- 511 births
- 5,046 admissions
- 8,171 mental health clinic visits
- 63,171 imaging tests
- 15,393 outpatient clinic visits

Barrier Identification & Prioritization

The plan establishes a method to identify, measure, remove and prevent barriers to persons with disabilities.

A "**barrier**" is anything that prevents a person with a disability from fully 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.

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Barrier Identification

Barriers can be categorized as follows:

- **Physical/Architectural** - features of buildings or spaces that cause problems for people with disabilities. Examples include:
 - Doorways and hallways that are too narrow for persons using wheelchairs, walkers or motorized mobility aides
 - Counters that are too high for clients to be served in a seated position
 - Parking spaces too narrow for safely accommodating wheelchair positioning
 - Poor lighting, lack of contrast or high gloss finishes for persons with vision disabilities
 - Telephones lacking communication devices for hearing impaired persons
- **Information/Communication** - when a person can't easily understand information provided. Examples include:
 - Small print for the visually impaired, signs that are unclear and/or difficult to understand
 - Speaking too loudly to persons with hearing impairments
 - Websites that can be accessed by people unable to use a mouse
- **Attitudinal** - those that discriminate against persons with disabilities. Examples include;
 - Assuming a person with a speech impairment can't understand what's being said
 - Ignoring persons with disabilities because of the challenge of communication
 - Thinking/implying that persons with disabilities are inferior
- **Technological** - when technology can't be modified to support assisted devices. Examples include:
 - Websites that don't support screen-reading software
 - Phones that can't be adjusted for volume control
- **Organizational** - policies, practices or procedures that discriminate against persons with disabilities. Examples include:
 - Hiring processes that are not open to qualified persons with disabilities
 - Overhead paging and announcements that can't be heard by persons with hearing disabilities
 - Holding events and/or meetings in spaces that can't be accessed by persons using wheelchairs or other mobility aides

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Methods to identify barriers include:

- Routine identification of potential accessibility issues as part of the resolution process through Communications and People Services Department
- Comments and trends identified in the Patient Satisfaction reporting process
- Concerns expressed by employees and physicians
- Issues identified through People Services
- Issues identified by members of the JHSC and Union/Management
- Informal feedback from Volunteer Resources
- Informal feedback from the Foundation Office
- Informal feedback from Security and Environmental Services Groups
- Consultation with the Patient, Family and Caregiver Advisory Committee

Barrier Prioritization

Accessibility planning at CGMH is incorporated into annual capital planning, development of annual operating plans, and departmental work plans. The major criteria established to prioritize barriers, as outlined in the AODA policy, include the following:

- Requirement of the legislation
- Frequency with which a barrier has been mentioned by stakeholders
- Number of people affected by a barrier
- Availability of a practical solution that can be readily implemented
- Availability of a way to avoid a barrier (i.e. work around it)
- Availability of resources required to remedy a barrier (i.e., timing/phasing, factor/cost)
- Magnitude of risk posed by a barrier (i.e. estimated severity of the barrier)
- Relationship to scheduled renovations and other capital projects

AODA Requirement Actions and Status

General Requirements This section of the Regulation requires:			
- Development of accessibility policies and a multi-year accessibility plan - Annual reporting on the progress of the multi-year plan - Incorporation of accessibility features and considerations in procurement processes - Ensuring that staff and volunteers have been trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code			
AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Develop Accessibility Policies - Develop, implement and maintain policies, including a statement of organizational commitment. - Make policies publicly available.	January 1, 2013	CGMH has developed a policy that addresses the requirement in the Integrated Accessibility Standards Regulation (IASR) and includes a statement of organizational commitment. The policy is available at CGMH.	Complete and Compliant
Develop Multi-Year Accessibility Plan - Establish, implement, maintain and document a multi-year accessibility plan. - Post multi-year accessibility plan on website and provide in an accessible format upon request.	January 1, 2013	A multi-year accessibility plan that sets out how CGMH will comply with requirements of the IASR has been developed. The plan is placed on CGMH's website.	Complete and Compliant

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Regulatory Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Report annually on the multi-year accessibility plan • Prepare an annual status report on the progress of measures set out in the multi-year plan • Post annual status report on website and provide in an accessible format upon request	2014 & Ongoing	Annual status report on progress of the multi-year accessibility plan will be developed and shared with Senior Leadership Team and the Board of Directors	Ongoing
Incorporate accessibility in procuring or acquiring goods, services, facilities, and kiosks • Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, and kiosks, except where it is not practical to do so	January 1, 2013	RFP template that SSW has adopted, and that CGMH will be adopting, includes a section titled Compliance with Accessibility Standards.	Complete and Compliant
Training • Ensure that training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of the organization.	January 1, 2014	Training for employees provided through electronic Learning Management System (LMS). Volunteer training at time of onboarding. Third parties are required to conduct their own training and sign a form declaring compliance with the requirements of AODA.	Complete and Compliant

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Information and Communication Standards

This section of the Regulation includes requirements related to:

- Accessible feedback processes
- Accessible formats and communication supports
- Publicly available emergency procedures, plans, public safety information
- Accessible websites and web content

AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Feedback process • Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication support, upon request • Notify the public about the availability of accessible formats and communication supports	January 1, 2014	As part of the Accessible Customer Service Standard, CGMH created a policy for feedback processes. CGMH's website currently has a statement that documents are available and can be made available in alternate formats upon request.	Complete and Compliant
Accessible formats and communication supports • Upon request, provide for provision of accessible formats and communication supports for persons with disabilities • Notify the public about the availability of accessible formats and communication supports	January 1, 2015	CGMH's website currently has a statement that documents are available and can be made available in alternate formats upon request.	Complete and Compliant

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Regulatory Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Emergency procedures, plans or public safety information Provide emergency procedures, plans or public safety information that are available publicly, in an accessible format or with appropriate communication supports, upon request.	January 1, 2012	Documents can be provided in alternative formats upon request. Emergency procedures at CGMH are not considered public documents.	Complete and Compliant
Accessible websites and web content Websites/content to conform to WCAG 2.0 Level AA, other than Captions (Live) and Audio Descriptions (Pre-recorded)	January 1, 2021	Review the website and work with IT team to determine the needs for CGMH's website.	Complete and Compliant

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Employment Standards

This section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response
- Return to work processes
- Performance management, career development and redeployment

AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Recruitment • Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process • Notify job applicants when selected to participate in an assessment or selection process that accommodations are available • When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities	January 1, 2014	Review and update postings so they include appropriate wording so persons with disabilities are aware of the availability of accommodations. Update HR recruitment processes so applicants are made aware of the availability of accommodations. Review onboarding processes to ensure that policies related to accommodations are more freely shared with new hires.	Complete and Compliant

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AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Informing employees of supports Inform employees of policies to support employees with disabilities	January 1, 2014	Review onboarding process to ensure that policies related to accommodations shared with new hires. Review and share accommodation policies with existing staff.	Complete and Compliant
Workplace emergency response information Provide individualized workplace emergency response information to employees who have a disability, as required	January 1, 2012	Documents can be provided in alternative formats upon request.	Complete and Compliant
Documented individual accommodation plans Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	January 1, 2014	Letters of Understanding are already in place for individuals who require accommodations for varying reasons.	Complete and Compliant
Return to work process Develop and have in place a return-to-work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work	January 1, 2014	Return to work processes are in place.	Complete and Compliant

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AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Performance management, career development and redeployment Take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment	January 1, 2014	Existing policies to be reviewed and updated as required	Complete and Compliant

Transportation Standards

This section of the Regulation includes requirements related to:

- Availability of information on accessibility equipment
- Non-functioning accessibility equipment
- Accessibility training
- Seating, boarding announcements
- Emergency preparedness and response policies
- Fares, support persons
- Transit stops
- Storage of mobility aids, etc.

CGMH does not provide Transportation; therefore this standard does not apply.

Design of Public Spaces Standards

This section of the Regulation includes requirements related to:

- Outdoor public use eating areas
- Exterior paths of travel
- Accessible parking
- Service counters, fixed queuing guides, waiting areas

AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Newly constructed and redeveloped outdoor public use eating areas, paths of travel, off-street parking, service counters, fixed queuing guides and waiting areas shall meet the requirements as outlined in the Regulation	January 1, 2016	Requirements will be met for newly constructed and redeveloped spaces.	Compliant

Customer Service Standards			
This section of the Regulation includes requirements related to:			
- Establishment of policies - Use of service animals and support persons - Notice of temporary disruptions - Training for staff - Feedback process - Format of documents			
AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Establishment of policies - Develop, implement and maintain policies and procedures governing the provision of goods, services or facilities, to persons with disabilities - Establish a policy to allow people to use their own personal assistive devices to access services at CGMH	January 1, 2010	CGMH has developed a customer service policy and procedure, encompassing the core principles of independence, dignity, integration and equality of opportunity. The policy is available at CGMH	Complete and Compliant

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AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Use of service animals and support persons • Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of our premises that are open to the public, unless the animal is prohibited by law. • Permit persons with disabilities who use a support person to bring the person with them while accessing services.	January 1, 2010	CGMH has developed a customer service policy and procedure, allowing the use of support animals and support persons. The policy is available at CGMH	Complete and Compliant
Notice of temporary disruption • Establish and implement a procedure to notify of temporary disruption in service of facilities or services that people with disabilities rely on are unavailable, including the reason for the disruption, anticipated duration and description of alternative facilities or services, if any available • Notice is to be posted at a conspicuous place	January 1, 2010	CGMH has developed a policy and procedure on temporary disruptions in service.	Complete and Compliant

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AODA Requirement	Compliance Deadline	Actions to be Taken	Status as of March 31, 2023
Training for staff • Ensure training is provided on accessible customer service requirements to staff, physicians, volunteers and any other people who interact with the public on behalf of CGMH, and to any person who participates in developing policies and procedures governing provision of goods, services to people with disabilities • Update training when AODA standards or policies change	January 1, 2010	Training for employees provided through electronic Learning Management System (LMS). Volunteer training occurs at time of onboarding. Third parties are required to conduct their own training and sign a form declaring compliance with the requirements of AODA.	Complete and Compliant
Feedback process • Establish a process for people to provide feedback on how CGMH provides care or services to people with disabilities, how to respond to the feedback, and take actions on their concerns	January 1, 2010	As part of the Accessible Customer Service Standard, CGMH created a policy for feedback processes. CGMH's website currently has a statement that documents can be made available in alternate formats upon request.	Complete and Compliant
Format of documents • Upon request, provide for provision of accessible formats and communication supports for persons with disabilities.	January 1, 2010	CGMH's website currently has a statement that documents are available and can be made available in alternate formats upon request.	Complete and Compliant

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Current Identified Barriers and Multi-Year Plan

This identifies the list of current barriers by type, and proposed resolution to remove each barrier, with a timeline for completion.

Type of Barrier	Description	Strategy	Timeline
Physical/ Architectural	Only one (1) public washroom is fully accessible.	Prepare plan, secure funding, and implement enhances including the installation of power door operators to make an additional two (2) existing public washrooms accessible.	To be completed by December 31, 2029.
Physical/ Architectural	Internal doors within the Mental Health clinic area are heavy and not power assisted to support accessibility.	Prepare plan, secure funding, and install two (2) power assisted doors to improve accessibility within the clinic area.	To be completed by December 31, 2029.
Physical/ Architectural	A new service, MRI, is being introduced which will require the redevelopment of a non-patient care area to a public space.	The design and construction of the MRI area will incorporate accessible features into the new space, ensuring all accessibility requirements are met.	To be completed by December 31, 2029.
Physical/ Architectural	While the main entrance to the Hospital is fully accessible, the employee entrances do not have power assisted doors, not making them fully accessible.	Install a power assisted door on the one (1) employee entrance closest to the employee handicapped parking spaces, utilizing the security system.	To be completed by December 31, 2029.
Information/ Communication	CGMH's Patient, Family and Caregiver Guide is produced in paper format, alternative accessible formats only available upon request.	An updated Patient, Family and Caregiver Guide will be created and available at all times in a fully accessible and digital format.	To be completed by December 31, 2029.

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Type of Barrier	Description	Strategy	Timeline & Update
Information/ Communication	The internal Hospital website, The Pulse, does not currently fully meet WCAG 2.0 Level AA requirement.	The Pulse SharePoint site, will be utilized to the extent of its functionality to provide content uploaded by Corporate Communications in an accessible manner.	To be completed by December 31, 2029.
Information/ Communication	The Hospital is creating a new strategic plan. From this, new operational templates will be developed.	Ensure all new operational templates (internal and external) are created in an accessible format. Provide training on creating accessible documents to anyone developing materials that are external facing.	To be completed by December 31, 2029.
Organizational	Recruitment and onboarding tools and protocols supporting accessibility are currently provided when requested.	Standard operating procedures and tools will be proactively developed and implemented to support candidates with disabilities, in advanced of a request.	To be completed by December 31, 2029.
Organizational	Individualized accommodation plans and return-to-work supports are in place and managed primarily by Occupational Health and People Services.	The policy and procedure will be updated, and education provided, to reinforce the role of managers in accommodating employees with disabilities and returning to work.	To be completed by December 31, 2029.
Organizational	Workplace Emergency Response Plans are created and provided on an individualized basis when requested.	A standard operating procedure and supporting tools will be proactively developed and implemented, ensuring a consistent and timely approach, when individualized Workplace Emergency Response Plans are requested.	To be completed by December 31, 2029.

Review and Monitoring Process

People Services will meet with key stakeholders as required to review and monitor progress in identifying, reviewing and removing barriers. An ongoing strategy to engage and ensure accountability of staff in disseminating and implementing initiatives will be a priority.

Employees, physician, volunteers and the public, including individuals and organizations, are welcome to provide input on barriers in the hospital via People Services at peopleservices@cgmh.on.ca or (705) 445-2550 x 8199. People Services will review relevant complaints/concerns related to accessibility on an ongoing basis and make recommendations to the Senior Leadership Team for future action.

Communication of the Plan

CGMH's Multi-Year Accessibility will be posted on the internal and external website, and hard copies are available in People Services. Copies of the plan in an accessible format will be made available on request. Standard and accessible formats of this document and all accessibility policies are available free of charge. Questions or feedback related to Collingwood General Marine Hospital's Multi-Year Accessibility Plan may be directed to the Vice President People Services and Safety at peopleservices@cgmh.on.ca or (705) 445-2550 x 8643.