



HORNEPAYNE COMMUNITY HOSPITAL

ACCESSIBILITY PLAN

2025 – 2030



Updated January 2025

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SECTION 1: MESSAGE FROM THE CEO

The Hornepayne Community Hospital is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

I am proud of the entire team's commitment to program and plans that remove and prevent barriers to people with disabilities.

Linda Kozłowski, CEO

SECTION 2: AIM

The Hornepayne Community Hospital strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Hornepayne Community Hospital is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

SECTION 3: VISION

To lead the delivery of the best possible quality health care services for our community that are safe, equitable and value driven, every patient, every time.

SECTION 4: COMMITMENT TO ACCESSIBILITY

The Hornepayne Community Hospital is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and by meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

SECTION 5: OBJECTIVES

This plan is intended to:

1. Describes the process by which the Hornepayne Community Hospital identifies, removes, and prevents accessibility barriers.
2. Describe the measures the Hornepayne Community Hospital will take to identify, remove and prevent accessibility barriers.
3. Describes how the Hornepayne Community Hospital will make the plan available to the public.

SECTION 6: DESCRIPTION OF THE HORNEPAYNE COMMUNITY HOSPITAL

The Hornepayne Community Hospital is a 20-bed facility that is located in Northern Ontario. It services a community population of approximately 800 citizens, with 65 employees. The hospital is 35 years old.

The Hornepayne Community Hospital offers several health care services: 24-Hour Emergency Department, Family Medicine Clinic, Diagnostic Services, Laboratory Services, Long Term Care Unit, Acute Care, and a Hospice Suite.

SECTION 7: THE ACCESSIBILITY WORKING GROUP

The Chief Executive Officer, in consultation with the Board of Governors formally constituted the accessibility working group in September 2003.

The Chief Executive Officer authorized the accessibility working group to:

- Review the Hornepayne Community Hospital's policies, practices, procedures and services that cause or may cause barriers to people with disabilities and make recommendations for improvement
- Review the feedback we receive from internal and external sources regarding barriers to people with disabilities and respond accordingly
- Monitor the hospital's implementation and on-going compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*
- Maintain the accessibility plan (review, recommend and revise) and make it available to the public

SECTION 8: MEMBERS OF THE WORKING GROUP

Pamela Moore	Health Records	807-868-2442 ext. 5127
Brenda Weisflock	CNO	807-868-2442 ext. 5123
Linda Kozlowski	CEO	807-868-2442 ext. 5135
Marilyn Verrino	Support Services	807-868-2442 ext. 5155
Donna MacInnis	Clinic RN	807-868-2442 ext. 5138
Hailie Gagliardi	Community Member	807-707-0848

SECTION 9: REVIEW & MONITOR PROCESS

The working group will meet a minimum of once per year to review the accessibility plans progress. If any circumstances arise, it will be dealt with by holding an emergency meeting.

SECTION 10: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

The Hornepayne Community Hospital has completed the following accessibility initiatives.

Customer Service:

- Four heavy duty wheelchairs were purchased. Wheelchairs and walkers are located at the front entrance for patient use

- New hand railings throughout the Long-Term Care Unit
- Call bell system at chair level in all public washrooms and patient rooms
- Four high-lo beds were purchased for the Long-Term Care Unit
- New modern TVs in patient rooms now wall mounted

Information and Communications:

- Signs posted at all sight levels, in both English and French
- Interpreters
- Public washrooms have the “universal” washroom signs
- Accessibility Plan is available on the hospital’s website, or by email, phone, mail, or in person. Also available in French or alternate formats

Employment:

The Hornepayne Community Hospital is committed to fair and accessible employment practices, including meeting the accommodation needs of employees with disabilities. The Hornepayne Community Hospital will provide accommodation for applicants with disabilities during the recruitment process.

Training:

The education department assigns training via Surge Learning to all employees annually. Training will include: a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service; how to interact and communicate with persons with various types of disabilities; how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person; instruction on how to use equipment or assistive devices that may help with the provision of goods and services to people with disabilities; instruction on what to do if a person with a disability is having difficulty accessing your services; training on your policies, practices and procedures relating to the customer service standard.

- Ongoing training to employees via online Surge Learning

Design of Public Spaces:

The Hornepayne Community Hospital continues to strive to ensure all public spaces are accessible to all Ontarians.

- Wheelchair accessible parking identified with signage and symbols
- Automatic door openers
- Bench seating at entrances
- Over the door PPE organizers were purchased to decrease hallway clutter to allow people in wheelchairs and those using walkers to better navigate
- Elevator upgraded – up to code. Control buttons that are wheelchair accessible and include braille
- Installation of an additional after-hours main entrance buzzer/speaker/video device which is wheelchair accessible

SECTION 11: STRATEGIES AND ACTIONS

Customer Service:

The Hornepayne Community Hospital is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- Requesting feedback through patient satisfaction surveys
- Wheelchair and walkers available for public use
- Repair ADA button at main entrance washroom

Information and Communication:

The Hornepayne Community Hospital is committed to making our information and communications accessible to people with disabilities.

- Interpretive services – provide interpretation in the languages French, Sinhalese, Hebrew, Tamil, and Spanish

- Purchase additional signage to address visual and tactile content as needed
- Surveys raising issues, complaints, concerns or providing suggestions
- Feedback via email, phone, mail or in person
- Update the Hornepayne Community Hospital's website
- Purchase a tablet and install appropriate software – speech to text

Employment:

The Hornepayne Community Hospital is committed to fair and accessible employment practices.

The Hornepayne Community Hospital will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. The Hornepayne Community Hospital will notify staff that supports are available for those with disabilities. An individual plan process will be followed to develop individual accommodation plans for employees.

In each job posting, the following statement is added:

The Hornepayne Community hospital will provide accommodations for applicants with disabilities during the recruitment process.

An Accessible Interview Checklist is used by Human Resources during the recruitment process.

Training:

The education department assigns training via Surge Learning to all employees annually. Training will include: a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service; how to interact and communicate with persons with various types of disabilities; how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person; instruction on how to use equipment or assistive devices that may help with the provision of goods and services to people with disabilities; instruction on what to do if a person with a disability is having difficulty accessing your services; training

on your policies, practices and procedures relating to the customer service standard.

- Ongoing training to employees via online Surge Learning
- Provide training records showing dates and number of individuals who have completed training on the Ontario Human Rights Code and accessibility standards

Design of Public Spaces:

- Reception desk too high for individuals in wheelchairs. Redesign the reception desk area
- Wheelchair accessible walkout pathways for outdoor space in the Long-Term Care Unit

SECTION 12: FEEDBACK AND COMMUNICATION OF THE PLAN

Comments or complaints about the Hornepayne Community Hospital's accessibility plan can be made via email, phone, and mail or in person. Upon request, the accessibility plan will be made available in the French language and in alternate formats upon request.

Email: linda.kozlowski@hpch.ca

Phone: 1-807-868-2442 ext. 5135

Mail: Hornepayne Community Hospital
278 Front Street
P O Box 190
Hornepayne, ON
P0M 1Z0

Our accessibility plan is publicly posted on our website at www.hornepaynecommunityhospital.ca

SECTION 13: INDIVIDUAL ACCOMODATION PLAN PROCESS

The Hornepayne Community Hospital is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

1. Recognize the need for accommodation

Accommodation can be:

- Requested by the employee
- Identified by the employee's manager or human resources

2. Gather relevant information and assess individual needs

The employee is an active participant in this step

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability. The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- The employee and his/her manager will work together to find the most appropriate accommodation. A medical or other expert may be engaged (at the hospital's expense) to help determine if/how the employee's needs can be accommodated. The employee may ask a bargaining agent to participate in the process.

3. Write an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports

- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

4. Implement, monitor and update the plan

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee and the manager will reassess the situation and update the plan. The accommodation plan will also be reviewed and updated if: the employee's position changes and/or the nature of the employee's disability changes.