



# **Sault Area Hospital Annual Accessibility Status Report 2020**

**Prepared By:**

**The SAH Accessibility Committee**

**This publication is available on the  
SAH website ([www.sah.on.ca](http://www.sah.on.ca)) and in  
accessible formats upon request.**

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## **PURPOSE OF THIS REPORT**

In 2013, Sault Area Hospital (SAH) created a Multi-Year Accessibility Plan which was designed to foster a healthy, respectful and positive environment and to facilitate barrier-free access to all SAH goods, services and facilities. In that plan, we outlined our strategy to prevent and remove barriers and to meet the requirements set out under the provincial accessibility legislation.

The purpose of this report is to:

- (1) Provide an update on the progress of those accessibility issues identified in our Multi-Year Accessibility Plan (2019 – 2021) and the steps taken to address them;
- (2) Describe accessibility issues identified since the creation of that Multi-Year Accessibility Plan and in response to which improvements have already been made;
- (3) Describe accessibility issues identified since the creation of that Multi-Year Accessibility Plan for which improvements are underway or planned for the coming calendar year; and
- (4) Meet the requirement set out under subsection 4(3)(a) of the *Integrated Accessibility Standards Regulation (IASR)* that we create an annual status report and make that report publicly available.

This report will be made available to the public via the SAH website and in accessible formats upon request.

## **BACKGROUND**

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, C. 11. This statute requires that Ontario be an accessible province by 2025. To guide and assist employers with the identification, prevention and removal of barriers to accessibility, 2 regulations were also developed: *Accessibility Standards for Customer Service*, O. Reg. 429/07 and *Integrated Accessibility Standards*, O. Reg. 191/11. This legislation contains accessibility standards governing:

- (1) Customer service;
- (2) Information and Communications;
- (3) Employment;
- (4) Transportation; and
- (5) The Design of Public Spaces.

The *Accessibility Standards for Customer Service* regulation (O. Reg. 429/07) came into force in 2008. SAH is in compliance with these standards and will continue to maintain, monitor and improve upon accessibility in customer service.

The *Integrated Accessibility Standards* regulation (hereinafter “IASR”) (O. Reg. 191/11) contains the remaining standards. The IASR is now law and the requirements are being phased in over the coming years.

### **ABOUT SAH**

SAH is an acute care and specialty services hospital serving a total catchment population of approximately 150,000 in the District of Algoma. SAH is proud to have approximately 2050 dedicated employees, over 480 volunteers and approximately 365 physicians (active, supportive and locums) on staff.

### **COMMITMENT TO ACCESSIBILITY**

All people, regardless of disability, have equal right of access to all goods, services and facilities provided by the Sault Area Hospital. SAH is committed to:

- Providing goods, services and facilities in a manner that:
  - Maintains the dignity, autonomy, respect, privacy and safety of persons with disabilities;
  - Is inclusive, sensitive and responsive to unique needs.
- Integration and equal opportunity;
- Preventing and removing barriers to accessibility;
- Meeting the standards set out under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **SAH ACCESSIBILITY COMMITTEE**

The SAH Accessibility Committee is a working group that prepares, monitors and revises the Multi-Year Accessibility Plan and Annual Status Reports required under the *IASR*. Various departments across the organization are represented on this Committee and efforts are made to

include representation from the broader community. The working group responsible for preparation of this plan includes representatives from:

<b>SAH Department / Community Organization</b>
Strategy and Business Planning
Communications and Public Affairs
Health Records and Privacy
Facilities Management
Clinical/Allied Health
Planning and Risk Management
Patient & Family Advisor
Community Member
Human Resources (ad hoc)

**REVIEW AND MONITORING OF PROGRESS**

The Strategy and Business Planning at Sault Area Hospital is responsible for monitoring accessibility concerns within the organization. Members of the SAH Accessibility Committee will provide input on accessibility issues during the monthly Accessibility Committee meetings.

Annually, the SAH Accessibility Committee review and prepare an Annual Status Report regarding.

Annual Status Reports will be published on the SAH website upon completion.

**STATUS OF ACTIONS ITEMS IN 2020 OF THE MULTI-YEAR ACCESSIBILITY PLAN**

**SEE BELOW**

Accessibility Issue	Description	Improvement	Progress
<b>Accessibility feedback gathering</b>	Ensure that the Accessibility Committee is gathering input from the community, workers and PFAC when developing as actions on the multi-year plan.	The Accessibility Committee continues to successfully utilize the Report a Barrier button (created in 2018) as a means to receive regular feedback and suggestions for removing barriers at SAH.  An Accessibility survey launched in 2019/20 was completed asking for feedback and input on four key areas: 1) Barriers to programs or services; 2) Communication barriers; 3) Attitudinal barriers; 4) Physical barriers of non-accessible doors. Each questions included an open ended component. 228 responses were collected. This feedback continues to be used by the Accessibility Committee to further develop the multi-year accessibility plan and make decisions about barrier removal.	Complete
<b>Accessibility in Employment Practices</b>	Continue work to make employment practices more accessible, including: - Recruitment - Employees and accommodation	- meeting room closest to Human Resources was previously made accessible with the addition of an actuator, but during COVID, the space was taken over by Occupational Health in 2020. We will have to look for a new meeting room to make accessible.  - Input was given to the plans for the redevelopment of the new Cath Lab. Plans will come back to the Accessibility Committee as it progresses and it is closer to actual construction	Ongoing

<b>Accessible washrooms</b>	Review of best practice for washroom accessibility and the development of an action plan to review washrooms at SAH.	<p>- Continue to look for high-use washrooms that require door actuators. Doors potentially requiring an actuator were identified but none were installed in 2020 due to the pandemic. Work will continue in 2021.</p> <p>- Consider identification of washrooms in back hallway - signs to indicate nearest accessible washrooms are. Work paused during 2020, but will be done in 2021.</p>	Item to be continued in 2021.
<b>Multi-year actuator review</b>	Audit actuator needs.	- A survey was used to gather feedback on potential locations for new actuators. Continue to review recommendation and respond to feedback.	Complete, but work continues into 2021
<b>COVID-19 barrier reduction</b>	Barriers that were introduced due to the pandemic were identified. It was noted that the installation of plexi-glass at all screening stations, unit desks and service counters introduced an auditory barriers.	With the support of Facilities, a speaker/microphone unit was trialed and confirmed to reduce the challenges created by the plexi-glass. Units were ordered and installed throughout the hospital.	Complete
<b>Accessible website</b>	The current SAH website required updating to meet the AODA requirements expected to be completed by the end of 2020. The Ontario government extended the deadline to the end of June 2021.	With the support of the Communications Department, and RFQ was put out and a new vendor was selected to update the website to meet this AODA requirement. Although this work began in 2020, with an anticipated completion date of June 30, 2021, there were some delays and the project is expected to be complete in July 2021.	Ongoing but anticipated to be complete in July 2021.
<b>Prepare annual status report</b>	Prepare status update on items that were identified to be completed in 2020.	Report provided for Accessibility Committee's review. To be posted at the end of June 2021 (extended due to COVID).	Complete