

**Haliburton Highlands Health Services
(HHHS)**

**Multi-Year Accessibility Plan
September 2022 to October 2027**

And

**Annual Accessibility Plan
2023/24 Update**

Prepared by
The HHHS Accessibility Committee

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Accessibility Plan

Prepared by HHHS Accessibility Planning Committee

This publication is available on the HHHS website www.hhhs.ca
(alternate formats available upon request)

1.0 Background

In 2001 the Ontario government enacted the Ontarians with Disabilities Act (ODA). Its purpose was to ensure that persons with disabilities could be integrated into full participation within their communities and the public services in the province. The Act ensured that persons with disabilities had involvement in the identification, removal, and prevention of barriers to full participation. The ODA required all public sector organizations, including hospitals, to prepare accessibility plans that identify, remove, and prevent barriers for people with disabilities.

Health care organizations, including Haliburton Highlands Health Services, have developed accessibility plans since 2003/04. HHHS has taken the approach of developing multi-year accessibility plans, which help facilitate an overarching strategy for improving accessibility. The multi-year plans are operationalized through the development and implementation of Annual Plans.

HHHS's first multi-year accessibility plan was in place from 2012 to 2017, updated in 2017 to 2022, and again in 2022 to 2027. This document describes the next multi-year plan, taking HHHS to 2022 through 2027. A highlight of this multi-year plan is that it incorporates not only the AODA standards and requirements, but also many of the measures needed to foster a **Senior Friendly Environment**, as established by the Central East Local Health Integration Network's Seniors Care Network. The multi-year and annual plans will be posted on the HHHS website (www.hhhs.ca) and can be made available upon request by contacting the Administration Office at 705.457.2527.

2.0 Description of Haliburton Highlands Health Services

Haliburton Highlands Health Services (HHHS) provides an integrated system of health care services to the residents, cottagers, and visitors of Haliburton County and surrounding areas. It is situated in two primary locations in Haliburton and Minden, as well as a number of community service, supportive housing, and mental health service delivery sites in the communities of Haliburton, Minden, and Wilberforce.

The Haliburton Hospital Emergency Department provides 24 hours per day, 7 days per week of emergency care with Physician coverage and staffed with Registered Nurses, Registered Practical Nurses, and X-ray technicians. Minden Emergency Department has been consolidated into Haliburton Emergency Department. The Minden facility is in the process of being converted into an Urgent Care Clinic.

The Haliburton site provides the County with a 15-bed acute in-patient unit for patients requiring admission to a hospital bed. Two palliative care beds are included in the unit. In-patient hospital oversight and care is provided by physicians from the Haliburton Highlands Family Health Team and the HHHS staff. Physiotherapy services are provided on the inpatient unit as well as in outpatient clinics located at both the Haliburton and Minden facilities. Additional outpatient services, including consultation with out-of-town specialists, are provided through the HHHS Telemedicine program, available at the Minden facility. Support services staff; including dietary, housekeeping, laundry, and maintenance ensure patients have the best possible care.

Hyland Crest and Highland Wood are Long-Term Care Home facilities of the Haliburton Highlands Health Services. Hyland Crest at the Minden site provides 62 long-term care beds including a respite bed. Highland Wood at the Haliburton site provides 30 long-term care beds.

HHHS provides a number of community services including Mental Health services, Diabetes Education Network, Geriatric Assessment and Intervention Network (GAIN), Supportive Housing and Assisted Living, Community Hospice and Palliative Services, Adult Day Programs, Foot Care, Balance Fitness and Falls Prevention, Meals on Wheels, Transportation services, and a variety of other services aimed at helping the people of Haliburton County remain healthy, safe, and supported in their own homes for as long as possible.

The closest neighboring hospitals include Peterborough Regional Health Centre, 1.5 hours to the south-east, and Ross Memorial Hospital, one hour to the south. HHHS is the only provider of hospital services in Haliburton County.

3.0 Haliburton Highlands Health Services Commitment

HHHS is committed to treating all people in a way that allows the individual to maintain dignity and independence to the greatest extent possible across all of its services and sites. This commitment is founded in the HHHS core value of Respect. HHHS also supports integration and equal opportunity. HHHS is committed to a continuous quality improvement effort aimed at increasing the accessibility of communications, services, and facilities for patients, visitors/public, staff and volunteers. The HHHS goal is that patients, clients, and residents with disabilities can participate fully in their healthcare and that appropriate supports to do so are available and timely.

To that end, HHHS has established an Accessibility Committee to lead the development and oversee the implementation of the multi-year and annual accessibility plans.

Accessibility Committee Membership (updated July 2023):

Name	Position	Phone #	E-mail Address
Lionel Domerchie	Director of Facilities & Projects	705 457 1392 x2230	ldomerchie@hhhs.ca
Amanda Hamilton	Physiotherapy	705 457 1392 x2226	ahamilton@hhhs.ca
Val du Manoir	Community Member	705-286-3101	dumanoirv@bell.net
Donna Sisson	Environmental Services	705-878-2632	dosisson@hhhs.ca
Sarah Levis	Haliburton County Aging Well Committee Rep	705-306-0459	s_levis@outlook.com
Rehana Rahaman	Nurse Practitioner GAIN	705-457-1392 x 3404	rrahaman@hhhs.ca
Stuart Taylor	Community Member		Drlunatic.stuart@gmail.com
Amanda Rowden (new)	Community Support Service Manager	705-457-1392 x3243	arowden@hhhs.ca
Lauren Ernst (new)	Communications and Employee Experience Lead	705-457-5771	lernst@hhhs.ca
Peter Kronenberg (new)	Human Resources Manager	705-457-1392 x2245	pkronenberg@hhhs.ca

4.0 Multi-Year Plan 2022 to 2027

The following table outlines the continuation of HHHS Accessibility Plans for 2022 to 2027 to complete the remaining known AODA requirements by 2025 and the inclusion of senior friendly measures.

HHHS Master Planning will be occurring during this timeframe, and will address a number of accessibility areas. Some areas may require significant resources for implementing, and capital budget planning and operation planning will need to be considered.

As new standards are released during the next several years, further opportunities to extend accessibility will be identified. The 2022 to 2027 multi-year plan includes proposed “Development of Health Care Standards – Accessibility 2021 initial recommendations report”.

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
Customer Service	<ul style="list-style-type: none"> Continue to redesign all reception/registration areas for patient flow, privacy, and accessibility The following areas still needing modification include: Acute Nurse’s Station 	<ul style="list-style-type: none"> LTCH Nurse’s Station’s A CSS reception modification to accessible flip-up counter. Acute Care nursing station will be planned as part of the overall nursing station refresh. 	<p>Completed Winter 2022 Completed Winter 2023</p> <p>2024-2025; requires capital funding plan</p>
	<ul style="list-style-type: none"> Conduct a third-party objective accessibility audit following Master Planning objective to review progress to the Accessibility Requirements for 2025 	<ul style="list-style-type: none"> Planning to re-start Accessibility Committee Audits 2x per year post-pandemic restrictions Investigate third-party resources to review Master Planning Accessibility aspects and Accessibility Committee progress to date. 	<p>Fall 2023; Spring 2024</p> <p>Spring / Summer 2025</p>

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
	<ul style="list-style-type: none"> Finalize Client and Visitor Directory and Patient mapping initiative 	<ul style="list-style-type: none"> Client/Visitor Directory under review by Community Advisory Committee Build into HHHS website 	Pending Status
Information and Communication	<ul style="list-style-type: none"> Develop a process to have information brochures/pamphlets reviewed for accessibility. 	<ul style="list-style-type: none"> Develop process with HHHS Communication Lead to review HHHS brochures and pamphlets. 	2023-2024
	<ul style="list-style-type: none"> Patient Bill of Rights and other information are available in alternate accessible formats upon request. 	<ul style="list-style-type: none"> Develop process with HHHS Communication Lead. 	2023-2024
	<ul style="list-style-type: none"> Develop process for making patient education materials available in alternative accessible formats. 	<ul style="list-style-type: none"> Develop process with HHHS Communication Lead. 	2023-2024
	<ul style="list-style-type: none"> Add web content that specifically describes accessibility features at each entrance; the current site includes the photos of the main entrances and the Emergency entrances. 		2024-2025
Employment	<ul style="list-style-type: none"> Develop and implement a brochure for all new staff, physicians and volunteers on accessible customer service. 	<ul style="list-style-type: none"> Customer Service training in Surge 	Complete
		<ul style="list-style-type: none"> Review requirements with new HR Manager on next steps 	2023-2024
Transportation	<ul style="list-style-type: none"> Meeting AODA Standard Accessible Vans in Place Add Bus pick up / drop off zone shelter or awning structure 	<ul style="list-style-type: none"> Explore Municipal transportation opportunities 	2024-2025
		<ul style="list-style-type: none"> Define requirements 	2024-2025

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
Built Environment	<ul style="list-style-type: none"> Add Automatic Door Operator to Minden’s Universal Washroom 	<ul style="list-style-type: none"> HIRF Funds received RFT under development 	Spring 2024 installation
	<ul style="list-style-type: none"> Improve flooring surfaces in LTC by replacing carpet with seamless vinyl flooring. 	<ul style="list-style-type: none"> RFP to replace five (5) Resident Suites in 2023 – awarded to Z3 Developments Funding to be developed for remaining areas 	Fall 2023 due to Contractor delays 2023-2024
	<ul style="list-style-type: none"> Investigate incorporating wandering system with new call bell system. 	<ul style="list-style-type: none"> Highland Wood implemented Hyland Crest requires Capital Funding plan 	Completed 2018 2024-2025
	<ul style="list-style-type: none"> Senior-Friendly Environment painting scheme <ul style="list-style-type: none"> Painting doorways to provide visual contrast for seniors and those individuals who are visually impaired. Develop colour scheme for Hospital, LTCH Common Areas consistent with “Physical Design Components for an Elder Friendly Hospital” 	<ul style="list-style-type: none"> Contrasting Doorways LTCH Butterfly Scheme proposed for Hyland Crest Needs development 	Complete Fall 2023 – Winter 2024 2025 ->

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
	<ul style="list-style-type: none"> Review all interior and exterior signage and way-finding tools to accommodate accessibility needs Address way-finding signage at Haliburton and Minden sites, including addition of appropriate lighting to illuminate signs and universal symbols wherever possible. <ul style="list-style-type: none"> Place maps including “You Are Here” maps at main entrances and other strategic locations. Consider using colour coding to facilitate way finding (e.g. colour lines on floors to different departments). Ensure signage is placed at wheel chair and standing heights. 	<ul style="list-style-type: none"> Develop Accessibility Committee Audits to include signage & wayfinding “You Are Here” Maps developed 	<p>Start Fall 2023</p> <p>Fall 2023</p>
	<ul style="list-style-type: none"> Lighting improvements: <ul style="list-style-type: none"> Investigate task lighting in all facilities. Provide patient controlled task lighting in patient and resident rooms Install LED lighting to LTCH requirements Provide night lights outside each resident and patient washroom 	<ul style="list-style-type: none"> Acute Beds Highland Wood over-bed lights Hyland Crest Over-Bed lights requires Capital funding plan LED completed in all HHHS areas Upon Resident request 	<p>Completed</p> <p>Completed 2019</p> <p>2024-2025</p> <p>Completed 2022</p>
	<ul style="list-style-type: none"> Washroom improvements: <ul style="list-style-type: none"> Consider motion sensor touchless faucets or replace with long swing-arm faucets Install tilt mirrors in all washrooms Install a shelf at accessible height in all washrooms 	<ul style="list-style-type: none"> Haliburton Universal Washrooms Minden Universal Washroom identified on Capital Plan Touchless Faucets Tilt mirrors in Universal Washrooms Order shelving 	<p>Completed</p> <p>2023-2024</p> <p>Pending</p> <p>Fall 2023</p>

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
	<ul style="list-style-type: none"> • Retrofit the LTCH Highland Wood gazebo garden walkway • Install a gazebo garden walkway for LTCH Hyland Crest 	<ul style="list-style-type: none"> • Capital Request submitted 	2023-2024
General Requirements	<ul style="list-style-type: none"> • Renew & Continuous Improve the Accessibility Committee community representation and engagement with persons with disabilities to provide feedback and enhance multi-year plans 	<ul style="list-style-type: none"> • Seek new Community Member 	2023-2024
	<ul style="list-style-type: none"> • Encourage Accessibility Committee involvement and participation with Emergency Preparedness plans and mock drills. 	<ul style="list-style-type: none"> • 2022 Code Green completed with LTCH Residents & Families • Fall 2023 Code Red 	Oct 2023
	<ul style="list-style-type: none"> • Maintain awareness of Province of Ontario developed AODA training for Health Care as described in AODA Development of Health Care Standards for Accessibility 2021 initial recommendation report. 	<ul style="list-style-type: none"> • Pending new Regulations from AODA Development of Health Care Standards – Accessibility 2021 initial recommendations report 	Pending
	<ul style="list-style-type: none"> • Hospital’s Values to reflect commitment to Accessibility and robust Policy and procedure to include “fully accessible” and “designate an individual as their patient relations process delegate”. 	<ul style="list-style-type: none"> • Pending new Regulations from AODA Development of Health Care Standards – Accessibility 2021 initial recommendations report 	Pending
	<ul style="list-style-type: none"> • Enhance Accessible Complaint process including fast-track process during States of Emergency 	<ul style="list-style-type: none"> • Pending new Regulations from AODA Development of Health Care Standards – Accessibility 2021 initial recommendations report 	Pending

Table 4.0 2022 to 2027 Multi-Year Plan			
Accessibility Category	Planned Improvement Initiatives for 2022 to 2027	Planned Activities	Time Frame
	<ul style="list-style-type: none"> Maintain Public access to HHS website annual publishing of Accessibility Plans and updates of Compliance Reporting. 	<ul style="list-style-type: none"> Pending new Regulations from AODA Development of Health Care Standards – Accessibility 2021 initial recommendations report 	Pending

5.0 Annual Accessibility Plan 2022/23 Progress Summary

The 2022/23 Annual Accessibility Plan summarizes the progress HHHS is making to improve the accessibility features.

The Pandemic limited the Accessibility Committee from meeting in person and conducting joint accessibility & senior-friendly audits during 2020 to June 2023 due to COVID-19 restrictions and the required restricted access to the HHHS facilities, and due to the need for HHHS to redirect resources to focus on the response to the Pandemic. As a result, no Accessibility Committee Audits have been completed in 2020 to 2022. The intent is to prioritize these audits in the Summer 2022 once COVID-19 restrictions are removed.

During this time, HHHS has made progress with the Accessibility Plan including:

- Completing the LED Lighting retrofit in all areas of the Haliburton and Minden facilities
- Completing the Nurse Call upgrade for the LCTH Highland Wood and Hyland Crest
- Completing the LTCH Nursing Station upgrade with accessible counter and new slip resistant flooring to replaced carpets
- Replaced the HHHS Haliburton main & ER entrance automatic doors
- IPAC Funds received to replace carpets with sheet vinyl flooring in five (5) Resident Rooms for Highland Wood LTCH and Hyland Crest LTCH. Installation delayed due to Contractors staffing issues.

The 2022/23 Annual Accessibility Plan was reviewed via video conference with the Accessibility Committee and in-person on July 14, 2023.

Table 5.0 2022/23 Annual Plan

Accessibility Category	Planned Improvement Initiatives for 2022/23	Comments
Customer Service	<ul style="list-style-type: none"> • All interior and exterior signage to accommodate accessibility. • Redesign all reception/registration areas for patient flow, privacy, and accessibility, and impact the remaining CSS reception modifications (complete) and Acute Nurse’s Station (funding plan) • Provide telemedicine (OTN) service at both facilities after COVID-19 restrictions have been lifted. 	<ul style="list-style-type: none"> • CSS reception counter complete • Acute Nurse’s Station requires funding plan • Haliburton space constraints. OTN will remain in Minden
Information and Communication	<ul style="list-style-type: none"> • Develop a process to have information brochures/pamphlets reviewed for accessibility. • Develop process for making patient education materials available in alternative accessible formats. • Add web content that specifically describes accessibility features at each entrance; the current site includes the photos of the main entrances and the Emergency entrances. 	<ul style="list-style-type: none"> ▪ Applying elements of the WCAG 2.0 Level 2 AA contrast 4.5:1 standard to pamphlets & brochures ▪ Initiated in 2023 with HHS Communication Specialist
Employment	<ul style="list-style-type: none"> • Develop and implement a brochure for all new staff, physicians and volunteers on accessible customer service. 	<ul style="list-style-type: none"> • Included with New Hire Orientation & Training • Brochure not started

Table 5.0 2022/23 Annual Plan

Accessibility Category	Planned Improvement Initiatives for 2022/23	Comments
Built Environment	<ul style="list-style-type: none"> • Install “You Are Here” maps at entrances and key locations in HHHS facilities • Develop Capital Funding Plan for Minden’s Universal Washroom: automatic door opener, shelf and tilt mirror • Investigate Capital Funding options for Hyland Crest Wander Guard to match Highland Wood system • Develop Senior-Friendly Environment Paint Plan for Hospitals and General areas – in progress • Ensure signage, brochures and hand sanitizers dispensers are placed at wheel chair and standing heights • Develop Capital Funding Plan for Hyland Crest over-bed lights • Develop requirements and funding for night lights outside of each resident and patient washroom. 	<ul style="list-style-type: none"> • Proposal with Printers for pricing - Review in July 13, 2023 Accessibility Committee • HIRF Capital submitted approximately \$5,000 • Seeking funding plan • Butterfly Model of Care initiative planned for Hyland Crest – meeting to be organized for later in the Summer • Substantially complete – need to re-audit for exceptions • Seeking funding plan • Resident specific request; most Residents do not want; – will handle through separate Maintenance Request
General Requirements	<ul style="list-style-type: none"> • Implement annual joint accessibility and senior-friendly walkabout audits to help monitor compliance with accessibility standards and to identify further opportunities for improvement • Delay initiating a 3Rd Party Accessibility Review to a later year in the 5-year plan • Validate the Electronic Health Records include a mandatory field to identify accessibility accommodation and support requirements for persons with disabilities 	<ul style="list-style-type: none"> • We are now open and will schedule through Rolling Annual Plan • CT Suite review July 13 2023 • Complete – Epic has identified field for Patients

6.0 Annual 2023/24 Accessibility Planned Improvement Initiatives

The following table outlines the Accessibility improvement initiatives planned for Fiscal Year 2023/24.

Table 6.0 2023/2024 Annual Plan			
Accessibility Category	Planned Improvement Initiatives for 2023/24		
Customer Service	<ul style="list-style-type: none"> All interior and exterior signage to accommodate accessibility. Redesign Acute Nurse’s Station for patient flow, privacy, and accessibility, requires funding plan Accessibility Committee Audits of facilities after COVID-19 restrictions have been lifted. 	<ul style="list-style-type: none"> Review all interior and exterior signage to AODA WCAG Level 2 AA during Accessibility Audits, 2x per year Identify options, scope and budget estimate for Capital Request with Clinical manager Planned 2x per years 	<p>Fall 2023 Spring 2024</p> <p>Fall 2023</p>
Information and Communication	<ul style="list-style-type: none"> Develop a process to have information and Patient Education materials, brochures and pamphlets reviewed for accessibility. 	<ul style="list-style-type: none"> Work with Communication Lead on process, applying elements of the WCAG 2.0 Level 2 AA contrast 4.5:1 standard to pamphlets & brochures Define Accessible formats 	Fall 2023 – Winter 2024
Employment	<ul style="list-style-type: none"> Develop a brochure for all new staff, physicians and volunteers on accessible customer service. 	<ul style="list-style-type: none"> Review requirements with new HR Manager on next steps 	Fall 2023

Table 6.0 2023/2024 Annual Plan			
Accessibility Category	Planned Improvement Initiatives for 2023/24		
Built Environment	<ul style="list-style-type: none"> • Install “You Are Here” maps at entrances and key locations in HHHS facilities • Develop Capital Funding Plan for Minden’s Universal Washroom: automatic door opener, shelf and tilt mirror • Investigate Capital Funding options for Hyland Crest Wander Guard to match Highland Wood system • Develop Senior-Friendly Environment Paint Plan for Hospitals and General areas – in progress • Develop Capital Funding Plan for Hyland Crest over-bed lights • Replace the Automatic Accessible Doors for Minden Facility • Upgrade Boardroom Audio for Persons with Hearing Impairment • Involve Accessibility Committee in design of CT Scanning Suite 	<ul style="list-style-type: none"> • Reviewed in July 13 Accessibility Committee. Ordered to implement in Fall 2023 • HIRF Capital submitted approximately \$5,000 • Define HC requirements; proposal submitted to HC Administrator • Butterfly Model of Care initiative planned for Hyland Crest • Define HC requirements; estimated at \$600/unit or \$37,200 for all 62 beds • HIRF Funding approved as of July 2023 • RFT development with MMB • Installation • Complete and verify to set-up including web conferencing • Initial Concept Review on July 13 2023 Committee meeting 	<p>Fall 2023</p> <p>Winter 2024</p> <p>Fall 2023</p> <p>Fall 2023</p> <p>Winter 2024</p> <p>July-2023 Aug-2023 Winter 2024</p> <p>Fall 2023</p> <p>2023-2024</p>

Table 6.0 2023/2024 Annual Plan			
Accessibility Category	Planned Improvement Initiatives for 2023/24		
General Requirements	<ul style="list-style-type: none"> Implement bi-annual joint accessibility and senior-friendly walkabout audits to help monitor compliance with accessibility standards 	<ul style="list-style-type: none"> Planning Accessibility Audits for Fall 2023 and Spring 2024 	<p>Fall 2023 Spring 2024</p>

7.0 Review and Monitoring Process

The HHHS Accessibility Planning Committee will monitor progress of the Annual Accessibility Plan covering the period from October 2023 to September 2024.

In the last half of this period, the Committee will work to develop a new multi-year plan as well as the plan for the following year. The Accessibility Planning Committee is responsible for monitoring and following up on recommendations identified in the Plan.

The Accessibility Planning Committee will also review relevant complaints/concerns related to accessibility. These would be brought to the attention of the Committee via the hospital patient relations process. The Committee would then be able to make recommendations for future plans and action where appropriate.

8.0 Communication of the Accessibility Plan

The multi-year and annual plans will be posted on the HHHS website (www.hhhs.ca), and can be made available upon request by contacting the Administration Office at 705.457.2527. The plan can be made available in alternative accessible formats upon request.