



Timmins and District Hospital

Annual Accessibility Status Report

2023

February, 2024

Purpose

In 2013 the hospital released its first *Multi-year Accessibility Plan* in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Accessibility Standards Regulations (IASR)*. The multi-year plan is a 5 year plan describing the measures TADH is taking to identify, remove and prevent barriers to people with disabilities that use, work at or visit the hospital, including patients, staff (incl. potential staff), students, vendors, visitors and volunteers.

This purpose of this status report is to provide an update on the progress of regulatory requirements and any accessibility issues identified in the multi-year accessibility plan.

Compliance Reporting

The Timmins and District Hospital filed its accessibility compliance report with the Accessibility Directorate, the Ministry of Economic Development Trade and Employment Services in May of 2023.

Availability of the *Multi-year Accessibility Plan* and the *Annual Accessibility Status Report*

The *Multi-year Accessibility Plan* and the *Annual Accessibility Status Report* are available on the hospital's website:

www.tadh.com/accessibility

Written request via mail:

c/o Communications Coordinator
Timmins and District Hospital
700 Ross Ave. East
Timmins, ON P4N 8P2

Email request:

accessibility@tadh.com

Description of the Timmins and District Hospital

The Timmins and District Hospital (TADH) is a level C, fully accredited (Accreditation Canada) referral and teaching hospital serving the residents of the City of Timmins and Cochrane District as well as the adjoining areas of the Temiskaming, Sudbury and Algoma districts. TADH is dedicated to providing health care services that are consistent with the needs of our community and catchment area. The hospital offers a full range of medical, surgical, critical

care, maternity, newborn, pediatric, long-term care and mental health services as well extensive health education and district services. TADH houses 187 beds hospital wide and 38 beds at our St. Mary's offsite facility. We have over 1 100 staff and approximately 70 physicians. The hospital is a leader in state-of-the-art telecommunications and diagnostic equipment connecting physicians and staff to medical practitioners and specialists throughout Canada.

Hospital's Commitment to Accessibility

The Timmins and District Hospital is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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*.

AODA Compliance

- ✓ Provide training to all staff (employees and volunteers) on the accessibility standards
- ✓ Inform TADH staff of the hospital's accessibility program (policies)
- ✓ Notify TADH staff and the general public about the availability of accommodation(s) for job applicants with disabilities
- ✓ Notify job applicants when they are selected to participate in an assessment or selection process that accommodation(s) are available
- ✓ Provide suitable accommodation if an applicant requests an accommodation
- ✓ When making an offer of employment, notify the successful applicants of the hospital's policies for accommodating employees with disabilities
- ✓ Provide individualized workplace emergency information to employees and volunteers who have a disability
- ✓ Update the "Multi-year Accessibility Plan" and prepare an annual status report on the progress of measures taken to implement the accessibility plan

Highlights of 2023

- Conducted a thorough inspection to identify doors posing barriers for patients accessing our services, identifying 33 potential obstacles. Subsequently, several doors have been retrofitted with automatic openers, and plans are in progress to modify others.
- The hospital remains committed to providing accommodation for individuals with disabilities in the employment recruitment process and for employees with disabilities.
- Established a dedicated iPad for patients who are deaf or hard of hearing seeking our services. This iPad is utilized for interpretation services through the Canadian Hearing Services (CHS) as needed.
- Retrofitted our main promenade washrooms with accessibility bars, accessibility height toilets, and reconfigured them to provide more space for wheelchair access. Plans are

underway to lower counters and relocate soap and paper towel dispensers to better cater to individuals with accessibility needs.

- Continue to provide annual refresher training on accessible customer service to all staff.
- Reviewed both main washrooms at the Medical Building and identified the necessity for retrofitting to enhance accessibility for individuals with disabilities. Proposed modifications include installing a modified countertop, an automatic door opener, and an electric locking switch.
- Maintain accessible seating plans in the following areas:
 - Cafeteria
 - Diagnostic Imaging registration area
 - Fracture clinic waiting area
 - Endoscopy waiting area
 - Mental Health outpatient waiting area
 - Dialysis waiting area