



Timmins and District Hospital
Annual Accessibility Status Report

2020

March 9, 2021

Purpose

This is the fifth and final annual *Accessibility Status Report* for the Timmins and District Hospital's *Multi-year Accessibility Plan (2016 – 2020)*. 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 fourth accessibility compliance report with the Accessibility Directorate, the Ministry of Economic Development Trade and Employment Services in December of 2019.

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 Specialist
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 183 beds hospital wide and has approximately 850 frontline staff and 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 2020

The COVID-19 pandemic created a number of challenges for the hospital and its constituents. Most notable was the fact that non-essential health care services were disrupted through the second quarter of the year. Visitor restrictions and strict infection control practices by all persons entering the facility remain in effect. Despite these challenges the hospital continued to provide communication supports and documents in accessible formats to the public, and to accommodate persons who require assistive devices, service animals or support persons while using our services. The hospital also continued to offer and provide accommodation to persons with disabilities in the employment recruitment process and to employees with disabilities. In

addition to maintaining compliance with the AODA and the IASR (as noted above) the hospital also:

- ✓ Provided annual refresher training on accessible customer service to all staff.
- ✓ Installed a mechanical door opener at the entrance to the Oncology dept., the Complex Continuing Care unit and the Endoscopy unit.
- ✓ Sourced and installed additional personal protective equipment dispensers on the Integrated Medical unit to further reduce hallway clutter.
- ✓ Implemented accessible seating plans in compliance with covid-19 restrictions in:
 - the cafeteria ;
 - Diagnostic Imaging registration area ;
 - Fracture clinic waiting area;
 - Endoscopy waiting area;
 - Mental Health out-patient waiting area; and
 - Dialysis waiting area.