



Brockville  
General Hospital

# MULTI-YEAR ACCESSIBILITY PLAN

2020-2024

Alternative formats of Plan available upon request

This publication will be available on the Hospital's website – [www.brockvillegeneralhospital.ca](http://www.brockvillegeneralhospital.ca)

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# 1.0 Introduction

Advancing Accessibility in Ontario is a framework that will help to remove barriers for people with disabilities and make the province more accessible. The framework focuses on:

- Breaking down barriers in the built environment
- Government leading by example
- Increasing participation in the economy for people with disabilities
- Improving understanding and awareness about accessibility<sup>1</sup>

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA) is as follows:

*'Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. And providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.'*<sup>2</sup>

The AODA and Integrated Accessibility Standards Regulation (IASR) work in conjunction with the Ontario Human Rights Code and the Ontario Building Code to help organizations become more accessible and inclusive to everyone. These standards, codes and regulations are meant to achieve only a minimum basis of accessibility; organizations are encouraged, wherever possible, to go above and beyond these requirements. When conflict arises between these codes and standards and local bylaws, the code or standard or bylaw that is most strict must be followed. Finally, the last great resource is to consult with people who have disabilities, to learn from their experience about the importance of accessibility, and about possible solutions for preventing or removing barriers. To be barrier-free means allowing access to information, employment, communication, social integration, enjoyment, inclusion, independence, dignity, and equal opportunity. Becoming barrier-free also means a better environment for everyone.

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<sup>1</sup> <https://www.ontario.ca/page/accessibility-in-ontario>

<sup>2</sup> Accessibility for Ontarians with Disabilities Act, 2005, Part 1 Interpretation, 1. (a) (b) Purpose.

## 2.0 Aim and Objective of Plan

This plan is intended to continue to move Brockville General Hospital (BGH) towards its vision of accessibility and describes the actions BGH will take to identify and remove barriers. BGH will provide the opportunity for all patients and their family members, staff, potential staff, health-care practitioners, volunteers and members of the community to identify their needs related to disabilities and ensure that those needs are accommodated in a manner that supports the dignity of the individual. This will be reflected by integrating accessibility throughout BGH's policies and practices and ensuring that policies are consistent with the following principles:

- dignity
- independence
- integration, except when alternate measures are necessary to meet the needs of people with disabilities
- equal opportunity.

The plan is intended to ultimately ensure that:

- People with disabilities are able to enter the Hospital and reach their destinations without encountering barriers,
- People with disabilities are able to receive services they require without encountering barriers,
- People with disabilities are able to work at BGH without encountering barriers
- Accessibility is accepted as everyone's responsibility.

### 2.1 Customer Service Standard

The following requirements of the customer service standard that apply to all providers are as follows:

- Establish policies, practices and procedures on providing goods or services to people with disabilities.
- Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

- Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
- Communicate with a person with a disability in a manner that takes into account their disability.
- Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
- Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
- Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
- Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
- Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
- Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
- Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.<sup>3</sup>

Public sector organizations and providers with twenty (20) or more employees are further required to:

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<sup>3</sup> Accessibility Standards for Customer Service, Ontario Regulation 429/07, <http://www.mcsc.gov.on.ca/NR/rdonlyres/FEE69AC5-45FA4DDF-88FD-F6309550C3C8/4645/GuidetotheAccessibilityStandardsforCustomerService.doc>, pg. 12-13.

- Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
- Notify customers that documents required under the customer service standard are available upon request.
- When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person’s disability.<sup>4</sup>

## 2.2 BGH’s Commitment to Accessibility

BGH is committed to providing accessible service to all persons with disabilities and to meet the standards outlined within the Accessibility for Ontarians with Disabilities Act (AODA) 2005, the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation, 191/11.

In fulfilling its mission, BGH strives at all times to provide care and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access and benefit from our services as other individuals would have. BGH has consulted extensively with experts in the area of accessibility. In addition, BGH is committed to comprehensively identifying, removing and preventing barriers towards a “barrier-free” environment through:

- continually improving access to BGH facilities, policies, programs, practices and services for patients, family members, staff, health care practitioners, volunteers and members of the community,
- the participation of people with disabilities in the development and review of the it’s annual accessibility plans,
- ensuring hospital policies and practices are consistent with the principles of accessibility

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<sup>4</sup> Accessibility Standards for Customer Service, Ontario Regulation 429/07, <http://www.mcass.gov.on.ca/NR/rdonlyres/FEE69AC5-45FA4DDF-88FD-F6309550C3C8/4645/GuidetotheAccessibilityStandardsforCustomerService.doc>, pg. 13.

# 3.0 2020-2024 Multi-Year Accessibility Plan

The following table outlines accessibility items that BGH is committed to working towards completion between the 2020-2024.

<b>Barrier Type</b>	<b>Requirement</b>	<b>Current Status</b>	<b>Possible Action</b>	<b>Completion Date</b>
IASR, Accessibility plans	Consult with persons with disabilities and with advisory committee if one has been established.	Consultation with the advisory committee occurs but at this time, it does not include at least one person with a disability.	There are three possible options: include at least one member that has a disability on the Accessibility Advisory Committee, consult with Municipal Accessibility Advisory Committee, or request collaboration with members of the community who have a disability.	Deadline for compliance has passed so complete as soon as possible. At minimum, persons with disabilities need to be consulted prior to review of the next matter.
IASR, Self-service Kiosks	Incorporate accessibility features when designing, procuring or acquiring self-service Kiosks.	The Accessibility Advisory Committee is responsible for reviewing accessibility features. The execution or understanding of accessibility features are in question especially for the new outdoor parking and emergency call kiosks. Both have limitations to access kiosks as there is a curb to step up on, bollards	Suggest that at least one person on the committee should take additional training on accessibility and what aspects can be beneficial, or refer to CSA standards B651 when assessing a kiosk or any other feature. When kiosks are assessed, the surrounding area is just as important as the kiosk itself. The new kiosks noted in the audit need to have	Complete as soon as possible.

<b>Barrier Type</b>	<b>Requirement</b>	<b>Current Status</b>	<b>Possible Action</b>	<b>Completion Date</b>
		are interfering with getting close, or there is not enough space for mobility turning radiuses.	alterations done to allow easier access to the space surrounding them.	
IASR, Accessible websites and web content.	Comply with the World Wide Web Consortium Web Content Accessibility Guideline (WCAG) 2.0 Level AA.	Not confirmed if compliance has been met yet.	Complete the steps required to comply as noted in IASR and WCAG.	January 1, 2021
IASR, Workplace emergency response information.	Plan and information to be reviewed if employee moves to a different location, when overall accommodation needs or plans are reviewed, and when general emergency response policies are reviewed.	Undetermined if plans and information get reviewed when required as there is no documented process.	Document a process for reviewing emergency response information. Include who is responsible to initiate and execute. This document should be made available to anyone involved in this process including the employee.	Deadline for compliance has passed so complete as soon as possible.
IASR, Documented individual accommodation plans.	Develop and implement a written process for the creation of documented individual	Individual accommodation plans are developed when required or requested. A written process has not	This written process should include all components required in the IASR Employment Standards. Can also include who is responsible for what and	Deadline for compliance has passed so complete as soon as possible.

Barrier Type	Requirement	Current Status	Possible Action	Completion Date
	accommodation plans for employees with disabilities.	been completed at this time.	timelines. A written process is to be used as a checklist when developing an accommodation plan.	
IASR, Outdoor public use eating areas.	Eating areas to be accessible to persons using mobility aids by having toe and knee clearance underneath tables; clear ground surface leading to and under tables is level, firm, and stable.	The tables outside of Ormond Street entrance has a garbage can too close to the accessible seating area.	Move the garbage can to a different location and make sure it doesn't get moved back in front of the tables.	Deadline for compliance has passed so complete as soon as possible.
IASR, Exterior paths of travel, technical requirements.	Must have a clear width of 1500 mm or 1200mm where path meets curb ramp and running slope of 1:20 or not steeper than the adjacent roadway. Please refer to IASR for all the specific guidelines when redesigning pathways.	These requirements will differ if pathways were constructed after January 1, 2016 or contracted prior to December 31, 2012. This contract will need to include details and dimensions of the exterior path. Also, requirements will differ based on whether spaces are maintained by BGH or the city.	The pathway along Charles Street needs to be made wider at the sections with curb ramps.  The pathway leading to the stairs at Charles and Ormond Street needs to be redesigned to have a slope of 1:20 or match the adjacent roadway. This could mean also redesigning the stair to accommodate the height difference.	Deadline for compliance has passed so complete as soon as possible.

Barrier Type	Requirement	Current Status	Possible Action	Completion Date
		<p>Along Charles Street, there are occasions where the pathway is less than 1200 mm at curb ramps.</p> <p>The pathway leading up to the stairs at Charles and Ormond street needs to be redesigned so that the slope is either 1:20 or no steeper than the adjacent roadways.</p> <p>There is interference of pathway width from the vehicles that overhang the sidewalk at any location where the parking spaces back on to the sidewalk.</p>	<p>Where the parking spaces back directly on to the sidewalks, either a barrier needs to be erected to prevent vehicles from partially overhanging the sidewalk, or the sidewalks need to be widened to compensate for the vehicle overhang.</p>	
IASR, Exterior paths of travel, ramps.	Ramps to have a slope no greater than 1:15, have railings that extend at the top and bottom at least 300 mm, and guards located at least 1070 mm in height.	These requirements will differ if these ramps were constructed after January 1, 2016 or contracted prior to December 31, 2012. This contract will need to include details and dimensions of the ramps.	The ramp by the emergency entrance will need to have the lower half reconstructed to obtain a 1:15 slope. This may be achieved by raising the bottom landing to match with the bottom of the stairs. Consult with an architect or engineer to confirm.	Deadline for compliance has passed so complete as soon as possible.

Barrier Type	Requirement	Current Status	Possible Action	Completion Date
	Please refer to IASR for all the specifics guidelines when redesigning ramps.	<p>The lower half of the ramp by the emergency entrance has a slope greater than 1:15.</p> <p>The ramp at the Ormond Street entrance is missing guards as required.</p>	For the ramp by the Ormond Street entrance, add guards to both sides that are at least 1070 mm high. These guards cannot be designed to facilitate climbing.	
IASR, Exterior paths of travel, stairs.	All stairs to have high contrast edging on the treads and tactile indicators at the top of the stairs. Railings are to extend at least 300 mm beyond the first and last step. Edge protection at least 50 mm high. Guards to be at least 920 mm in height from the stair and at least 1070 mm in height at the landings, and are designed to discourage climbing. Please refer to IASR for all the specifics	<p>These requirements will differ if the exterior stairs were constructed after January 1, 2016 or contracted prior to December 31, 2012. This contract will need to include details and dimensions of these stairs.</p> <p>Stairs are missing or have faded contrast edging on the treads and do not have any tactile indicators located at the top of the stairs. Most of the railings do not comply, as they are missing the extension at</p>	<p>Some easier and quicker upgrades that can be made, and ideally should be added no matter the age of the stairs, are to add high contrast edging to the treads and to add tactile indicators at the top.</p> <p>If any of the stairs have been constructed after January 1, 2016, then a redesign to retrofit railing and guard requirements will need to be completed.</p>	Deadline for compliance has passed so complete as soon as possible.

Barrier Type	Requirement	Current Status	Possible Action	Completion Date
	guidelines when redesigning stairs.	the top and bottom of the stairs. Also, most do not have the appropriate guards or edge protection.		
IASR, Exterior path of travel, curb ramps.	Curb ramps are to have a slope no greater than 1:10 when elevation is between 75mm and 200 mm. Flared sides to have a slope no greater than 1:10.	<p>These requirements will differ if the curb ramps were constructed after January 1, 2016 or contracted prior to December 31, 2012. This contract will need to include details and dimensions of the curb ramps.</p> <p>The areas in question are the recently installed curb ramps from the accessibility aisles of the parking spaces running along the new building. A number of the curb ramps have a steeper slope and steeper flared sides than allowed.</p>	<p>The curb ramps need to be adjusted to obtain a slope no greater than 1:10 and flared sides no greater than 1:10. To do this, the length of the curb ramp and the flared sides need to be increased. This will most likely mean that the width of the sidewalk also needs to increase to maintain minimum widths.</p>	Deadline for compliance has passed so complete as soon as possible.
IASR, Exterior path of travel, rest areas.	When constructing or redeveloping exterior paths of travel,	The Accessibility Advisory Committee is involved, but currently	Prior to any further development of rest areas, consultation must occur with	Deadline for compliance has passed

<b>Barrier Type</b>	<b>Requirement</b>	<b>Current Status</b>	<b>Possible Action</b>	<b>Completion Date</b>
	consult with the public and persons with disabilities on the design and placement of rest areas along the path.	this committee does not include a person with disabilities.	the public and with people who have disabilities.	so complete as soon as possible.
IASR, Accessible parking, types of accessible parking spaces.	Include both Type A and Type B sized parking spaces. Type A must also include signage that identifies spaces as 'van accessible'.	There are no distinguishing indicators between Type A spaces and Type B spaces.	Add the correct signage indicating 'van accessible'.	Deadline for compliance has passed so complete as soon as possible.
IASR, Accessible parking, access aisles.	The access aisles are to be a minimum of 1500 mm and be marked with high tonal contrast diagonal lines.	All of the new parking areas have the correct access aisles included.  The markings in the old parking lots have been painted in a number of locations and are faded. These spaces look to be constructed prior to January 1, 2016 so they are exempt but adding correct lines will be beneficial and a quick fix.	Even though there is compliance with the standard, an easy upgrade to the old parking lot would be to repaint the access aisles lines to alleviate confusion.	As soon as possible.

<b>Barrier Type</b>	<b>Requirement</b>	<b>Current Status</b>	<b>Possible Action</b>	<b>Completion Date</b>
IASR, Accessible parking, signage.	Signs need to comply with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990.	None of the accessible parking signs comply with this regulation. Instead, they are branded with the BGH logo.	Obtain and install correct signage for standard accessible parking, as well as van accessible parking. For the curtesy parking, create new signs avoiding the word 'issue'.	Deadline for compliance has passed so complete as soon as possible.

## 4.0 Communication of Plan

The BGH Multi-Year Accessibility Plan will be posted to both the BGH internal and external web sites. In addition, hard copies and alternate formats of the Plan will be available upon request. The Multi-year Accessibility Plan is a working document which will continue to be updated based on current best practices and feedback as BGH responds to new information and as the organization grows and expands.

If you have any questions or concerns, or if you identify a barrier --physical, technical, communication, attitudinal or other, please contact: Casie Kenney – Chair Accessibility Committee 613-345-5649 ext. 51451 or [ckenny@brockvillegeneralhospital.ca](mailto:ckenny@brockvillegeneralhospital.ca).