



Brant Community Healthcare (BCHS)

Accessibility Plan

Annual Status Report 2022

Introduction

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA, 2005) is to develop, implement and enforce standards for accessibility for Ontario employers, related to ensuring that goods, services, facilities, employment, accommodation and buildings are accessible and inclusive.

The AODA highlights the following five standards:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

Our Actions to Achieve Excellence in Accessibility

Our aim for the coming year is to continue to raise awareness of the Accessibility for Ontarians with Disabilities Act (AODA) and develop/implement strategies for identifying and removing barriers at Brant Community Healthcare System. We will continue to integrate the

spirit of the AODA into our current policies, procedures, and activities. By improving access for persons with disabilities, we improve access for all.

In Brant Community Healthcare's Multi-Year Accessibility Plan, 2017 to 2022, Brant Community Healthcare System committed to providing annual updates on progress toward plan goals and milestones.

This Annual Status Report outlines our progress on actions taken to meet the requirements of the AODA in 2022. This was a challenging year due to the COVID-19 pandemic. In 2022, Brant Community Healthcare System (BCHS) continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, including the review of the Multi-Year Accessibility Plan (2017-2022). To access the BCHS Accessibility Plan 2017-2022, visit the BCHS Website.

The points below summarize key accomplishments in this calendar year.

- Supported on-going staff attendance of a de-escalation e-learning training and/or in person self-protection training with Safe Management Group. This ensures staff and physicians have the skills to ensure both themselves and patients are safe when mental health crisis escalate and self-protection, de-escalation skills are required.
- Completed a project to make the front A Wing Volunteer reception area more accessible and welcoming to people with disabilities (wheelchair accessible area, easier clear visual lines to see volunteers present to assist, telephone access present after hours to assist with patient location, speak through areas in Plexiglas partition, two exits at desk to aid in quick assistance)
- Updated Recruitment documents to include specific language welcoming applications from people with disabilities. Alternative

application processes and formats are available to provide accommodations as needed.

- Applied principles of accessibility to virtual events and meetings. In addition, the increased level of engagement on digital platforms such as Zoom, Teams for conferences, meetings, town halls makes these activities more accessible for multiple audiences.
- Ensured that employees with disabilities continued to have a workplace emergency response plan in place.
- Actively promoted our employment opportunities to diverse communities and people with disabilities where external hiring was permitted.
- Review and input into plans for the redevelopment of space and expansion in the Emergency Department.
- Facilities added actuator to doors at COVID assessment Centre, and Covid exits
- Ensured parking kiosks were implemented, relocated to remove barriers at exits
- Provided accessibility related advice and support to Patient Relations as required when responding to Patient Concerns
- Ensured the Accessibility and Service Animal policy was up to date and current and communicated
- Revamped signage throughout facility (entrances, exits, elevators) to meet Accessibility standards
- Continued to review pandemic precautions and measures put in place to remove or minimize any barriers created in keeping community safe
- Annual review of corporate policies that address discrimination in the workplace was completed. The focus was on two policies: Code

of Conduct policy and Workplace Harassment and Violence Prevention policy

- Installed microphones/speakers at COVID screening points including Registration, Diagnostic Imaging Reception, Emergency Room Triage, and the Visitor Kiosk in order to reduce the impact of having plexi glass barriers that hamper communication.
- Mandatory training on accessibility, which continues to be provided to new hires during employee orientation, and all other individuals are required to complete a web-based training module at minimum, every two years.
- BCHS continues to invest in training on how to conduct workplace investigations, including those matters covered by the Ontario Human Rights Code (this is in partnership with Human Resources and Organizational Health)
- An initial cohort of leaders has completed workplace first aid mental health training and plans are underway to extend this training to additional leaders, Peer Support volunteers and staff in 2023.
- There are multiple initiatives underway to improve our physical space, auditing and implementation of lifts and other equipment to support accessibility
- Due to older infrastructure plan has been established for upgraded elevators
- Implemented First Impression sessions with staff and volunteers working in Environmental Services, Dietary, Patient Registration and Volunteer Engagement. This provided individuals with training specific to importance of first contact with patients and visitors. The sessions helped bring AIDET (Acknowledge, Introduce, Duration, Explanation, Thank you) the 10/5 rule (greeting people within 10 feet- smiling and 5 feet- speaking), and other tactics to life for non-

clinical areas to reduce anxiety and acknowledge patients, visitors and colleagues.

- Continued focus on AIDET (Acknowledge, Introduce, Duration, Explanation, Thank you) with patient, visitor interaction on all clinical units
- White board implementation at each bedside, throughout all Clinical units to ensure a means of communication easily accessed by both staff, patients and family members. Important information concerning treatment schedules, diet options, allergies, medication times, and care team members can be easily recorded and changed
- People and Resource Navigator (PRN) volunteers re-established at Main Entrance Visitor Desk- assists in escorting or transporting patients and families to various registration areas and sub waiting areas throughout BCHS, as well as way finding, and initial interaction at BCHS
- Dates secured for 2023 for additional training for core group of staff and Peer Volunteers to be certified in BOS Training (Before Operational Stress). This will provided BCHS with trained individuals who will be able to assist with supporting Mental Health and Resiliency.
- Active AODA Committee in place with various stakeholders across the Organization represented.

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This publication is available on the hospitals website and in alternative formats upon request

www.bchsys.org

