

## What You Need to Know

[Ontario Regulation \(O. Reg.\) 191/11 – Integrated Accessibility Standards](#) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires designated public sector organizations to have a multi-year accessibility plan in place which documents the organization’s strategy to prevent and remove accessibility barriers.

Organizations must establish, review and update these plans in consultation with persons with disabilities and when applicable, with a municipal accessibility advisory committee.

Plans must be updated at least once every five years and a status report must be completed on an annual basis. The plan and status report must be posted on the organization’s website and be available in an accessible format upon request.

This form includes information to help designated public sector organizations comply with [section 4 of the Regulation](#).

## General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

## What should you do once you have developed your multi-year accessibility plan?

Regulation 191/11	Requirement	What to do?	In Compliance?
<b>Section 4 (1)</b>	Post plan on website and make it available in an accessible format upon request.	<input checked="" type="checkbox"/> Ensure your organization's plan is posted online Website Link <a href="http://hwmh.ca">hwmh.ca</a>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input checked="" type="checkbox"/> Communicate that your plan is available in alternate formats upon request <b>Sample</b> To request an alternate format of this plan, please contact [person/email/phone number]	
<b>Section 4 (1)</b>	Review and update the plan at least once every five years.	<input checked="" type="checkbox"/> Determine when your plan was created and/or when was the last time it was updated Date of Plan Creation (yyyy/mm/dd) <a href="#">2013/01/01</a>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Date of Last Review/Update (yyyy/mm/dd) <a href="#">2021/12/15</a>	
		Date of Next Review/Update (yyyy/mm/dd) <a href="#">2023/03/28</a>	

Regulation 191/11	Requirement	What to do?	In Compliance?
<b>Section 4 (2)</b>	Review and update the accessibility plan in consultation with persons with disabilities and an accessibility advisory committee (if one has been established).	<p>Determine if you need to establish an accessibility advisory committee. Is your organization a municipality with 10,000 residents or more?</p> <p><input checked="" type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p><b>If yes,</b></p> <p>All municipalities with 10,000 residents or more must have a local or joint accessibility advisory committee and involve it in your planning process. Most of the committee members have to be people with disabilities.</p> <p><input checked="" type="checkbox"/> Consult with persons with disabilities and an accessibility advisory committee (if applicable) when reviewing and updating your accessibility plan. Consider documenting how you complete your consultations in your accessibility policies or in the annual status report for your multi-year accessibility plan.</p> <p><a href="#">Learn more about how municipalities must work with accessibility advisory committees to identify and break down barriers for people with disabilities in their communities.</a></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Section 4 (3)</b>	Prepare and post an annual status report on measures taken to implement the plan. Make the annual status report available in an accessible format upon request.	<p><input checked="" type="checkbox"/> Track the organization's progress in implementing the plan annually</p> <p>Last Annual Status Report</p> <p><a href="#">2022</a></p> <hr/> <p>See <a href="#">Annual Status Report template</a></p> <p><input checked="" type="checkbox"/> Ensure your organization's annual status report is posted online</p> <p>Website Link</p> <p><a href="http://hwmh.ca">hwmh.ca</a></p> <hr/> <p><input checked="" type="checkbox"/> Communicate that the annual status report is available in alternate formats upon request</p> <p><b>Sample</b></p> <p>To request an alternate format of this annual status report, please contact [person/email/phone number].</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

# Designated Public Sector Annual Status Report Template

**Haldimand War Memorial Hospital**

**Annual Status Report**

Name of Organization

**Haldimand War Memorial Hospital**

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2022 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at [hwmh.ca](http://hwmh.ca)

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Patient Relations

Email [patientrelationsdelegate@hwmh.ca](mailto:patientrelationsdelegate@hwmh.ca)

Telephone number 905-774-7431

ext. 1348

## Accessibility Accomplishments in (year) 2022

**General Accomplishments** . . . . .  Applicable  Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

[HWMH completed a comprehensive review of the existing AODA policy with input and feedback from our Patient & Family Advisory Committee. As a result of the review, HWMH has updated the interpretation services including American Sign Language offered to patients with a new service.](#)

**Customer Service Accomplishments** . . . . .  Applicable  Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

[Current AODA training including Customer Service Standards has been initiated for all staff of HWMH with the expectation of annual review.](#)

**Information and Communications Accomplishments** . . . . .  Applicable  Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

[HWMH has completed a comprehensive review of the Accessibility Policy including documents available to meet accessibility requirements. HWMH work accommodation policy has been revised to include work accommodation plans, instructions for employees who request/require accommodation.](#)

**Employment Accomplishments** . . . . .  Applicable  Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

[All HWMH job postings and offer letters include language to support accommodation and accessibility employment standards. HWMH Occupational Health office ensures that all new employees are required to complete an Occupational Health and Safety Health Review form which includes any required accommodation related to personal safety in the event of an emergency evacuation.](#)

**Transportation Accomplishments** . . . . .  Applicable  Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

---

**Design of Public Spaces Accomplishments** . . . . .  Applicable  Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility. In 2021, HWMH renovated and opened the new Outpatient Village which is at the main entrance of the hospital. The area includes an accessible washroom, a wave sensor faucet and an auto flush toilet. Diagnostic Imaging has updated the examination room to be increasingly accessible to prevent patients from having to ambulate or change mobility aids. The Emergency Room, Diagnostic Imaging and the Outpatient Village have bariatric accessible seating and stretchers available. The inpatient unit has two bariatric beds available for patient care. The public washroom in the outpatient clinics has been renovated to meet accessibility standards.

---

**Summary of Consultations** . . . . .  Applicable  Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

HWMH will collaborate with the Haldimand County Accessibility Advisory Committee moving forward and for all future consultations and reviews.

---

**Next Steps**

What will be the focus of the new year? Highlight key upcoming initiatives.

HWMH's current Multi-Year plan is due for renewal in 2023. Based upon the annual review, the key areas of focus will be to ensure that the accessible washroom in the Outpatient Laboratory and clinic space is a priority. Other accessibility priorities includes but not limited to; up to date fire alert systems to include visual notifications, hospital maps to assist in way finding, hands-free paper towel dispensers.

---

Save Form	Print Form	Clear Form
-----------	------------	------------