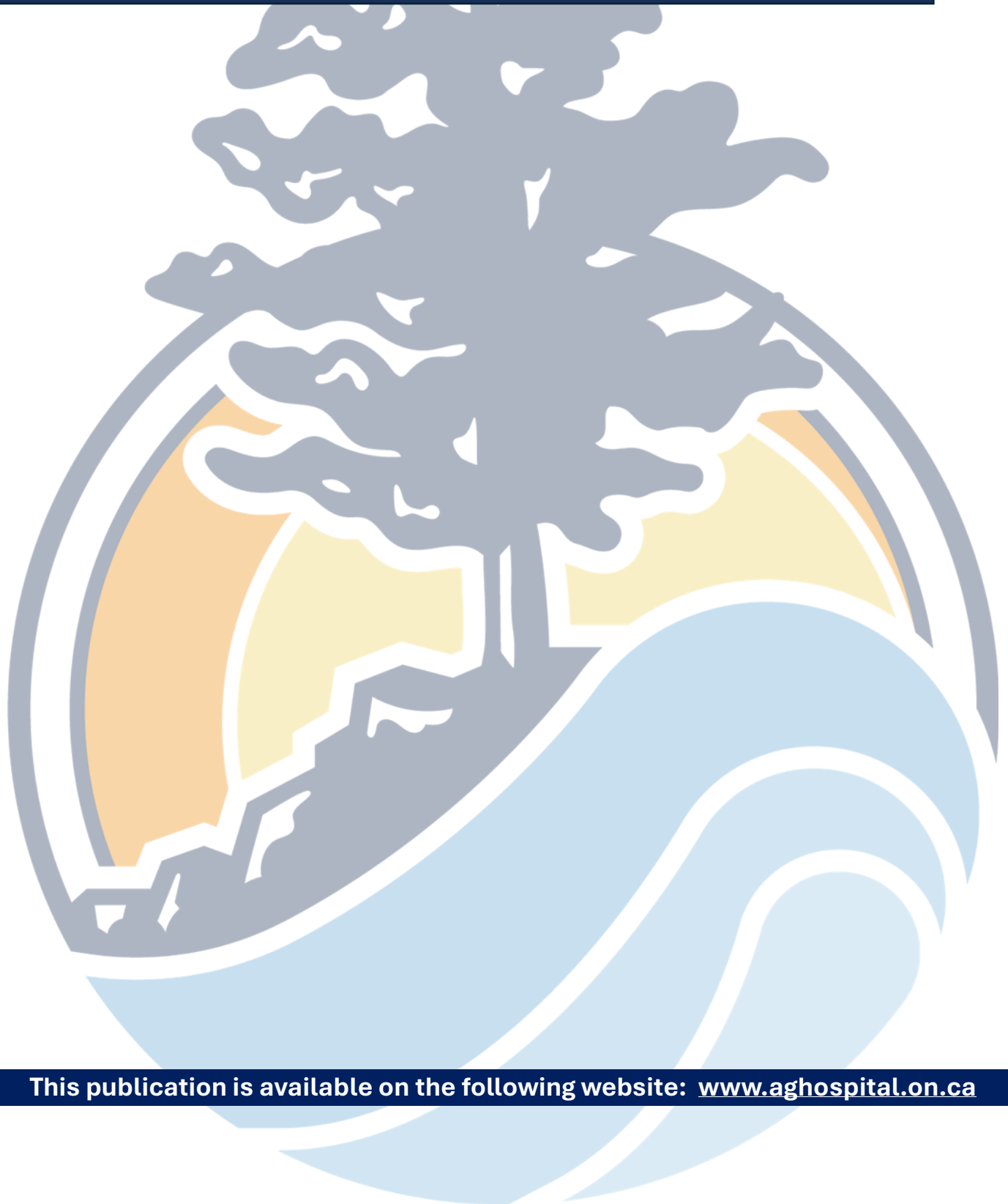


Atikokan Health and Community Services

Multi-Year Accessibility Plan 2025 – 2027



This publication is available on the following website: www.aghospital.on.ca



AODA – Statement of Commitment to Accessibility

Atikokan Health and Community Services is providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

Atikokan Health and Community Services understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training and best practices. We will review these policies and practices annually, as organizational changes, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Atikokan Health and Community Services is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs please contact our HR office at 807-597-4215.

Thank you,

Jennifer Learning

Chief Executive Officer

Atikokan Health and Community Services



Executive Summary

The Integrated Accessibility Standards Regulation (IASR) of AODA became law in June 2011 and requires hospitals to produce multi-year accessibility plans that include targets and timelines for compliance with the multiple requirements of the IASR, in addition to their activities relating to both the Customer Service Standard and locally identified barriers in by-laws, policies, programs, practices and services.

In 2003 the Accessibility Working Group was created and that committee was re-named the Accessibility Committee in 2013 when Terms of Reference were created for the committee. This committee has prepared an annual accessibility plan for the hospital that addresses the identification, removal and prevention of barriers for persons with disabilities, in keeping with the Ontarians with Disabilities Act (ODA, 2001). In 2023 we merged with the Atikokan Family Health Team (AFHT), and the Atikokan General Hospital became Atikokan Health and Community Services (AHCS) to reflect the many different services that we provide to our community.

In this, the AHCS Multi-year Accessibility Plan 2025-2027, you will find references to the Accessibility for Ontarians with Disabilities Act (AODA 2005), which builds on the ODA and whose purpose is to create an accessible Ontario by 2025 through the development of standards and enforcement mechanisms.

In keeping with AODA and IASR, this plan was created in consultation with our AHCS Accessibility Committee, including representatives from AHCS and external stakeholders.

AHCS is committed to ensuring that all staff are trained in customer service as it relates to accessibility on orientation and ongoing through annual education.

AHCS is committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods, and facilities. We are committed to giving people with disabilities the same opportunity to access services and to allow them to benefit from the same services as all other patients, residents, clients, and employees. This commitment extends to patients, residents, clients, families, visitors, employees, physicians, and volunteers with visible and non-visible disabilities.

This plan is available in alternate format, or with communication support, upon request.

Please address your questions and concerns to:

Atikokan Health and Community Services
Human Resources
Attn: Jill Riding
120 Dorothy Street, P.O. Box 2490
Atikokan, ON P0T 1C0



Plan Results 2019 - 2024

Built Environment Barriers

Location	Description of Barrier	Strategy to Address	Timeline	Lead Person
Organization Wide	Accessible areas not marked appropriately, Signage not at correct height	Move signage to eye level. Replace sight lines on the floor again	End of 2024	CEO
Boardroom	Boardroom door heavy with lack of automatic opener.	Look at putting an automatic opener on the door	2025	CFO
Main Lobby	Poor lighting and visibility in the main lobby	Long term solution is to install more fixed lighting in the area	2024	CEO
Main entrance, Acute care and basement	Only 3 accessible washrooms in hospital	Make the washrooms in ER and ECW accessible	2025	CFO

Updated Plan 2025 – 2027

Physical Environment Barriers

Location	Description of Barrier	Strategy to Address	Timeline	Lead Person
Organization wide	Review locations for additional accessible door access buttons	Locations to be identified such as door between ECW and Acute, Door between ECW and Rehab, Boardroom door, dining room in ECW	Spring 2026	CFO
Organization wide	Determine which sites and areas need bariatric equipment	Review all sites for chair sizes, doorways etc. Need one in rehab	Spring 2026	CEO
Shower room in ECW	Doorway is not wide enough for bariatric wheelchair	Widen the doorway for the bathing room	Winter 2026	CFO
Public bathrooms	Toilet seats are an appropriate height in the public washrooms	Work with OT to get raised toilet seats on some of the public washrooms	Summer 2026	Occupational Therapist
Chairs in Rehab	Waiting room chairs are too low for many people	Purchase some taller chairs for the waiting room, consider this for all waiting areas	Spring 2026	CFO
Entrance into Rehab	The lip outside the rehab doors is too high and wheelchairs can't get over the lip	Contractor to pour cement and even out the space so it is level	Spring 2026	CFO
Lobby door	Door is too narrow for bariatric wheelchairs	Should be a double wide door with a handicap button	Spring 2026	CFO
Doors between rehab and ECW	The space between the doorways is tight for anyone in a bariatric chair or Broda chair	Create a better system for movement of patients/residents to rehab/ECW	Spring 2026	CFO



Updated Plan 2025 - 2027				
Communication Barriers				
Location	Description of Barrier	Strategy to Address	Timeline	Lead Person
Organization wide	Staff/residents Patients/visitors unable to hear paging system in certain areas of the hospital and no paging in the off sites	Put a paging system into the phones on the off- sites. Determine how we can improve hearing pages in certain areas of the hospital	January 2026	CEO, IT
Organization wide	Review the need for additional communication devices that may be required or replaced due to age	Example: pocket talkers	Spring 2026	CEO
Organization wide	Review the website for accessibility	Review the updated website for ability to translate, increase the font size, reading capability and change background for those visually impaired	Spring 2026	HR
Organization wide	Emergency and public safety information available through the organization for staff and patients/residents, visitors. Linked to the emergency workplace standard	Emergency codes: develop staff and patient education resources Patient handbook – developed with emergency information for public safety Resources available in an accessible format or with communication supports upon request.	Summer 2026	Risk Coordinator And CEO
Organization wide	Ensure clear directional signage and general signage are tactile, low vision appropriate and at a uniform height throughout the buildings	Review legislation requirements Audit facilities and develop plan for updating signage	Fall 2026	Environmental Services Manager
Organization wide	Printed and digital materials are reviewed for legibility of text and the contrast of visual elements, such as graphical controls and visual indicators	Review current patient and staff education or resources for colour contrast Education and training to be provided to management team to ensure compliant with colour contrast	Fall 2026	Outpatient Services Manager
Organization wide	Translation services for staff – patient care	Translate policies and procedures and pamphlets into other languages common in our area	Spring 2026	Executive Assistant
Access to the Basement Boardroom	No signage on how to access the basement other than using stairs	Put up signage for the public to let them know about the elevator access for the basement	Spring 2026	CFO

Updated Plan 2025 - 2027				
Human Resources Barriers				
Location	Description of Barrier	Strategy to Address	Timeline	Lead Person
Organization wide	Access to mental health resources and supports for staff	Review the need to provide Mental Health First Aid Training for staff	Fall 2026	HR
Organization wide	Attendance program supports staff living with disabilities	Review attendance program ensuring adherence to accessibility legislation	Fall 2026	HR