Kemptville District Hospital AODA Multi-Year Accessibility Plan 2021-2026

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A Message from the CEO

Kemptville District Hospital (KDH) recognizes that Accessibility is a key pillar in creating an equitable health care environment. Everyone deserves the right to access health services regardless of physical or psychological limitations or disabilities.

KDH's commitment to Accessibility is a facet of our organizational commitment to the philosophy of patient and family-centered care, whose core principles include dignity and respect. This philosophy ensures that care provided is accessible and equitable for all patients. In turn, we apply the same principles to the way we interact with current and potential staff, recognizing the inherent worth of each person.

In terms of scope, the concept of accessibility is broadening in our society as we endeavor to make more of our health services accessible. For example, we believe access extends beyond the physical. How people access digital information on our website, or how we assist people in moving throughout KDH by way of more robust wayfinding informational supports, (signage, directional info, etc.).

Accessibility means that all people can perceive, understand, navigate, and interact with electronic information and be active, contributing members of our ever evolving and expanding digital world. And so, it's our contention that visual, auditory, physical, speech, cognitive, and neurological disabilities must be considered when implementing accessibility measures

Introduction

KDH is a designated public sector organization that is subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). Its purpose is to ensure greater accessibility for Ontarians of all abilities. AODA is Ontario's roadmap to become barrier-free and includes accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Under AODA, Ontario organizations, including KDH, are required to develop multi-year accessibility plans in support of making Ontario accessible by 2025. This Multi-Year Accessibility Plan ("Accessibility Plan") outlines KDH's compliance with AODA, including the requirements set by the Integrated Accessibility Standards Regulations.

Statement of Commitment

KDH remains committed to fulfilling its obligations under AODA, striving to meet the needs of its employees and customers with disabilities, and working hard to remove and prevent barriers to accessibility.

As an organization, we are dedicated to ensuring our operations are accessible and barrier-free, making accessibility a reality for everyone and doing all we can to respect the core principles of accessibility legislation:

- Dignity
- Independence
- Integration
- Equal opportunity

At KDH, we have incorporated these principles into our policies, procedures, training and best practices. Our aim is that all our customers can access our services and information when and how they need them, regardless of their abilities or disabilities.

Below are several examples of past KDH AODA initiatives completed in recent years:

- Installed handrails in lower corridor areas where previously unavailable.
- Installed push button activation switches with sensor mechanisms on various doors.
- Increased accessible parking spaces.
- Installed additional accessible washroom in newly renovated Outpatient Clinic area.
- OSG (Occupational Safety Group) onsite AODA Audit.

Integrated Accessibility Standards Regulation ("IASR") Requirements Status Report

Part 1 – General Requirements

KDH recognizes that to create an operation that is accessible and barrier free, the core principles of accessibility legislation must be incorporated into its policies, procedures, training, and best practices.

KDH has created an accessibility policy and implemented mandatory accessibility training for all staff, physicians and volunteers; the policy and training undergo regular reviews.

a. Accessibility Policies and Plans

Item	Initiative/Goal	Status/Timeframe
1.0	Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)	Complete/Ongoing. KDH Policy VII-16 Accessibility Standards for Customer Care is available on the KDH website.
2.0	Create a multi-year plan outlining the organization's strategy to prevent and remove barriers and meet requirements under IASR and post plan on website. Update the plan at least every 5 years. (S.4 IASR)	Complete/Ongoing. KDH's Multi-Year Accessibility Plan, updated June 2025, is available on the KDH website here: Kemptville District Hospital AODA Multi-Year Accessibility Plan 2021-2026
3.0	Prepare an annual status report on the progress of measures taken to comply with IASR and post on website. (S.4 IASR)	Complete/Ongoing. This integrated format status report was updated as of December 2021 and will be updated annually each December.

b. Accessibility Training

Item	Initiative/Goal	Status/Timeframe
1.0	Deliver training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services or facilities on behalf of the organization as required. (S. 7 IASR)	Complete/Ongoing. The Ontario Human Rights Code and AODA Training is assigned to all employees, volunteers, and persons who provide goods, services or facilities on behalf of the organization as required. This training is provided electronically to all employees during onboarding, annually, and with policy changes.

Item	Initiative/Goal	Status/Timeframe
2.0	Maintain records of training, including dates and number of people trained. (S.7 IASR)	Complete/Ongoing. KDH HR Admin maintains accurate employee training records, including dates and number of people trained.

c. Procurement

Item	Initiative/Goal	Status/Timeframe
1.0	Incorporate accessibility design, criteria and features when procuring goods, services or facilities, except where it is impracticable. (S. 5 IASR)	Ongoing. Accessibility design, criteria and features are incorporated where practicable.
2.0	Update purchasing policies to include requirement that potential suppliers tell us about the accessible options they offer and include accessibility considerations in our evaluation criteria.	Complete/Ongoing. KDH's Safe Purchasing Policy (S-15) has been updated to include this requirement.

Part 2 – Information and Communication Standards

At KDH, our goal is to achieve the most effective and efficient access to information for all users. We make every effort to follow best practices when developing, implementing, and maintaining information and communications strategies and products. This includes websites, social media, telephone communications, and face-to-face interactions.

a. Feedback

Item	Initiative/Goal	Status/Timeframe
1.0	Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications support. Notify the public about feedback processes and accessibility. (S.11 IASR)	Complete/Ongoing. KDH has feedback processes accessible to people with disabilities. KDH includes details about its feedback processes on its website as well as on the KDH Policy VII-16 Accessibility Standards for Customer Care.

b. Accessible Formats and Communication Supports

Item	Initiative/Goal	Status/Timeframe
1.0	Upon request, provide or arrange for information in accessible formats and/or communication support for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication support. (S. 12 IASR)	Complete/Ongoing. KDH accommodates requests for accessible formats and communication support and notifies the public on its website.
2.0	Upon request, provide emergency procedures, plans, or public safety information in an accessible format and/or with communication support. (S. 13 IASR)	Complete/Ongoing. KDH accommodates requests for accessible formats and communication support.
3.0	Review and implement a free teletypewriter (TTY) service, if practicable.	In Progress. KDH is reviewing TTY service requirements. If practicable, the anticipated timeframe to train staff and implement service will be shared.

c. Accessible Website and Web Content

Item	Initiative/Goal	Status/Timeframe
1.0	All new websites and web content conform with WCAG 2.0 Level A. (S. 14 IASR)	Complete/Ongoing. The KDH website and content conform to WCAG 2.0 Level A.
2.0	All websites and web content conform with WCAG 2.0 Level AA. (S. 14 IASR)	Complete/Ongoing. The new KDH website and content conform to WCAG 2.0 Level AA.

Part 3 – Employment Standards

KDH is dedicated to implementing equitable and accessible employment practices to attract and retain skilled employees of all abilities.

a. Recruitment

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Item	Initiative/Goal	Status/Timeframe
1.0	Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. (S. 22 and 23 IASR)	Complete/Ongoing. KDH job postings include information about KDH accommodation policies: *"Kemptville District Hospital is an equal opportunity employer and is committed to an inclusive, barrier-free recruitment and selection process. We will provide accommodation(s) for applicants with disabilities upon request, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation(s) during any stage of the hiring process, please contact [contact information]."*
2.0	All successful applicants are notified about the organization's policies for accommodating employees with disabilities. (s.24 IASR)	Complete/Ongoing. KDH offer letters and new hire orientation packages which include information re KDH's accommodation policies, as stated above.

b. Informing Employees of Supports

Item	Initiative/Goal	Status/Timeframe
1.0	Inform employees about the organization's policies for supporting employees with disabilities. (s.25 IASR)	Complete/Ongoing. KDH has policies/procedures for supporting employees with disabilities in place. Information on job accommodation is also provided during the new hire orientation.
2.0	All employees will be provided with updated information whenever there is a change to existing	Complete/Ongoing. All KDH employees are informed via email and

policies on the provision of job accommodations. (s.25 IASR) | electronic learning platform when policies are updated.

c. Accessible Formats and Communication Supports

Item	Initiative/Goal	Status/Timeframe
1.0	Consult with employees who have disabilities to provide them with the accessible formats and communication support they require to do their jobs effectively. (s.26 IASR)	Complete/Ongoing. KDH consults with employees who have disabilities and provides accommodation and support as required.

d. Workplace Emergency Response Information

Item	Initiative/Goal	Status/Timeframe
1.0	Provide individualized workplace emergency response information to staff with disabilities where necessary. (s.27 IASR)	In Progress. Individualized emergency response information for staff with disabilities will be included in KDH's Emergency Management Plan by August 31, 2025. New KDH hires will also receive this information during onboarding and annual EMP reviews.

e. Individual Accommodation Plans

Item	Initiative/Goal	Status/Timeframe
1.0	Process to develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication support required, individual emergency response requirements and any other accommodation needed. (s.28 IASR)	Complete/Ongoing. KDH develops individual accommodation and emergency response plans, outlining any accessible formats, communication support, or other accommodations for employees as required.

f. Return to Work

Item	Initiative/Goal	Status/Timeframe
1.0	Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (s.29 IASR)	Complete/Ongoing. Processes exist to accommodate return to work for employees with a disability.

g. Performance Management and Career Development

Item	Initiative/Goal	Status/Timeframe
1.0	Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities. (s.30 IASR)	Complete/Ongoing. Performance management process considers the needs of employees with disabilities.
2.0	Consider the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. (s.31 IASR)	Complete/Ongoing. KDH career development and advancement process considers the needs of employees with disabilities.

Part 4 – Design of Public Spaces

KDH is committed to maintaining the accessibility of our public spaces in accordance with the Accessibility Standard for the Design of Public Spaces.

Item	Initiative/Goal	Status/Timeframe
1.0	Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces. (S.80.41 and S. 80.43 IASR)	Ongoing. KDH will adhere to the Accessibility Standard for the Design of Public Spaces.

Part 5 – Customer Service

KDH is dedicated to providing accessible customer service. This means that we will provide the same high-quality goods and services to everyone in a timely manner. A comprehensive summary of KDH's commitment to Accessibility Standards for Customer Care is available for review on the KDH website, here.

Item	Initiative/Goal	Status/Timeframe

1.0	Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities, including use of assistive devices, service animals and support persons, notice of temporary disruptions etc. (Sections 80.46-80.48 IASR)	Complete/Ongoing. Attention to Customer Service requirements is a major focus of KDH's Accessibility Policy, as linked above.
2.0	Deliver training about the provision of goods, services or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services or facilities on behalf of the organization as required. (S. 80.49 IASR)	Complete/Ongoing. Training is provided for all new KDH employees, volunteers and others who deal with the public or third parties on our behalf. Ongoing training is also provided in respect of changes to policies.
3.0	Maintain records of training, including dates and number of people trained. (S.80.49 IASR)	Complete/Ongoing. KDH HR Admin maintains accurate employee training records.
4.0	Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address complaints. Notify the public about the feedback process. (s.80.50 IASR)	Complete/Ongoing. KDH includes details about its feedback processes on its website as well as on the KDH Policy VII-16 Accessibility Standards for Customer Care.
5.0	Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 80.51 IASR)	Complete/Ongoing. KDH accommodates requests for accessible formats and communication support and notifies the public on its website.
6.0	Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any). Post notice in conspicuous place or on website. (IASR s.80.48)	Complete/Ongoing. KDH regularly posts notices of planned or unexpected disruptions in conspicuous places, as well as on our website and socials.
7.0	Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when	Completed/Ongoing. Preventative and emergency maintenance programs are in place to

regular maintenance occurs and letting people know about alternatives. (IASR s.80.44)	ensure all accessibility features remain functional, safe, and barrier-free for patients, visitors, staff, and volunteers. These programs are enforced by routine inspections, scheduled services, timely repairs, and seasonal adjustments. Equipment PMs are managed via external vendors/contractors and scheduled work orders are managed electronically with quick responses for emergencies. Alternative access routes are provided to reduce disruptions, and maintenance activities are internally tracked and monitored.

Additional Information or Feedback:

Kemptville District Hospital (KDH) is an organization committed to ensuring accessible services and communications to individuals with disabilities. We welcome and appreciate comments about our programs and services. Customers who wish to provide feedback or for more information on this accessibility plan, or to receive any part of this document in an alternate format please contact:

- Kemptville District Hospital
    - o Attn: AODA Committee Co-Chairs
    - o 2675 Concession Rd, Kemptville, ON K0G 1J0
- AODA@kdh.on.ca
- 613-258-6133 ext. 165 or 232

If you request a reply, we will reply as soon as we reasonably can in a format that is accessible to you.

References:

- [A Guide to the Integrated Accessibility Standards Regulation](#)
- https://www.kdh.on.ca/wp-content/uploads/2021/12/VII-16-Accessibility-Standards-for-Customer-Care.pdf
- https://www.aoda.ca/what-is-the-integrated-accessibility-standards-regulation-iasr/
- https://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=&ENV=WWE&TIT=accessibility+compliance+report&NO=009-00236E
- https://www.ontariohealth.ca/ontario-health-aoda-multi-year-accessibility-plan