



Huron Perth Healthcare Alliance Annual Status Report

General Requirements

Requirement	Responsibility	Completion
Accessibility Policy created and posted	Accessibility Committee	Completed January 2013 Reviewed and updated 2016 Reviewed and updated 2020
Accessibility Plan created and posted	Accessibility Committee	Completed January 2013 Reviewed and updated 2016 Reviewed and updated 2020
Procuring or acquiring goods Clause - added to our contracts ensuring products meet the AODA standards	Materials Management	Completed January 2013
Training – all staff/students/volunteers receive training during orientation via our Learning Management System	Training and Development	Ongoing as new staff join HPHA



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Customer Service

Requirement	Responsibility	Completion
Policy created	Human Resources	January 2010 Reviewed and updated January 2016
Training provided to all staff	Training and Development	January 2010 Reviewed and updated January 2016
Volunteers available to assist those in need	Volunteer Services	Monday to Friday This is currently on hold during the COVID-19 pandemic as we don't have volunteers in the building
Transport Chairs were donated to replace missing wheelchairs and so that more wheelchairs are available on the units	Volunteer Services	November 2020
Bariatric beds were donated and replaced patient beds on the Medicine Unit	Clinical Programs	November 2020 and ongoing as funding allows
The Essential Caregiver Policy was updated during the pandemic to be inclusive of those who require a support person present with them throughout the pandemic	Patient Experience	Completed
New screening kiosks at all sites were updated to be height adjustable	Facilities Management	Completed



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Information and Communications

Requirement	Responsibility	Completion
Emergency procedures, plans or public safety information posted	Communications	Completed January 2012
Installed colour-coded directional signage with Braille and tactile letters	Facilities Management	Completed
Fire Alarm system with strobe lights for sight impaired	Facilities Management	Completed
Training – all staff/students/volunteers receive training during orientation via our Learning Management System	Training and Development	Ongoing as new staff join HPHA
Printed floor plan / signage posted at elevators	Facilities Management	Completed
Implemented WCAG 2.0 compliant Learning Management System	Training and Development	Completed December 2015
Feedback processes are posted on our website as well as at discharge. Feedback is reviewed when it is received and forwarded to the appropriate department	Patient experience	Ongoing
Accessible formats and communication supports	Communications	Provided on request
Interpreter Lists available on our Intranet	Human Resources	Completed and updated annually
New website launched that meets the WCAG 2.0 Level AA requirements	Communications	Completed September 2020
Audio notifications are now present in elevators at St. Marys, Clinton, and Seaforth hospital sites	Facilities Management	Completed



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Clear faces masks are available to assist with communication if required	Materials Management	Completed
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Employment

Requirement	Responsibility	Completion
Workplace emergency response information	Human Resources	Completed 2012
All job postings indicate that accommodations are available to those that require them during the recruitment process	Human Resources	Ongoing with all job postings
All staff are made aware of our policies for accommodating employees	Human Resources	Ongoing
All staff are made aware of supports for employees with disabilities	Human Resources	Ongoing
All staff are made aware that we will provide accessible formats and communication supports when requested	Human Resources	Ongoing
Individual accommodation plans are created for those employees with disabilities	Occupational Health	Ongoing or when the staff member changes departments/positions
Return to work plans are created for those staff that have been absent from work due to a disability	Occupational Health	Ongoing as needed



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Design of Public Spaces

Requirement	Responsibility	Completion
Increased number of signed parking for Dialysis patients near a main entrance	Facilities Management	Completed
Worked collaboratively with City of Stratford to construct a new sidewalk for ease of access to City Transit	Facilities Management	Completed
Power activated doors installed at Residence / College	Facilities Management	Completed
Replacement of round door knobs with new accessible lever sets at College, B&B and Centennial apartments	Facilities Management	Completed
New main entrances with automatic sliding doors, complete with snow melt sidewalks at front entrance for patient/visitor drop off	Facilities Management	Completed
Increased number of accessibility spaces in the parking lot at Stratford General Hospital	Facilities Management	Completed
Improved the walkways at Stratford General Hospital to remove barriers for ease of access	Facilities Management	Completed
Modification of main driveway at Stratford General Hospital to include a drop off section	Facilities Management	Ongoing
A barrier free shower and bathroom was added at Seaforth Community Hospital	Facilities Management	Completed



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Door hardware was updated at the Special Services Unit for ease of access	Facilities Management	Completed
An additional universal washroom was added in the West Building at Stratford General Hospital	Facilities Management	Completed