Health Services
DRAFT 2006 Accessibility Plan

Health Services

Environmental Scan

The Health Services Department provides programs and services to a wide variety of clients including those who are temporarily or permanently disabled. As Department management and staff deal with accessibility issues on a daily basis, it is no wonder that Health Services has an impressive list of achievements in the areas of identifying and removing barriers for persons with disabilities. The challenge for the Department is to continue to be innovative and proactive in providing and modifying our many programs and services so that they are accessible to all our client groups.

Our Customers

All Branches of the Health Services Department work together to promote, protect and enhance the health and safety of the people of York Region. The Health Services Department serves a variety of clients including York Region residents of all age groups, the general public and other health care professionals.

Many of the services, even a majority of the services, provided by our three operational Branches (Emergency Medical Services, Long Term Care and Seniors and Public Health) are targeted at persons with disabilities. They include direct health care service, health education and promotion, emergency and non-emergency medical services response, family and children's health programs, immunization services, environmental health, health protection, community outreach, long term care programs and services and long-range and emergency planning.

Accessibility Statement

The Health Services Department will continue to identify barriers, implement strategies to increase accessibility, and evaluate our programs and services to ensure that persons with disabilities are able to fully participate in them.

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Progress Report on Accessibility Achievements - 2005

Barrier Identified [1]	Barrier Type [2]	Disability Type [3]	How the barrier was addressed [4]
Helping People Live Independently			
Need for more Supportive Housing - Alternative Community Living Programs (ACLP) which provides essential homemaking and personal care to seniors and adults with physical disabilities in order for them to stay in the community and remain as independent as possible.	Physical Architectural	Physical	Proposal completed and submitted to Ministry of Health and Long Term Care for funding to provide a Supportive Housing Program for seniors and persons with physical disabilities who will reside in the new development project in Vaughan.
Making it Easier to Move Around the Region			
Drop off zone for Day Programs at Maple Health Centre is congested with both individual transportation vehicles and mobility buses.	Architectural Physical	Physical	Improved drop off area with designated signage. Written standards are being developed by other departments.
The physical space for activities and in hallways is too small for the large number of wheelchairs and walkers used by Day Program participants at Maple Health Centre.	Architectural Physical	Physical	Renovations to be completed by March 2006 to improve space
Making Regional Services More Accessible			
Access to universally funded influenza vaccine for York Region seniors who experience difficulty leaving their homes to attend a community based immunization clinic.	Physical	Physical	Needs assessment including surveys and focus groups to seniors, family agencies and community health care providers developed. Consultation with other Health Departments for current practice on drive through clinics. Plan to pilot an accessible flu program in 2005/06 flu season.

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2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)
3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)
4 Describes the action taken to identify, remove or prevent the barrier

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Barrier Identified [1]	Barrier Type [2]	Disability Type [3]	How the barrier was addressed [4]
Physical accessibility to prenatal classes, falls prevention and school workshops.	Physical	Physical	Location appraisal (11 sites for prenatal classes) with 'pilot' checklist completed in Jan. 2005. Final assessment pending completion of standardized checklist from ODA Committee. Accessibility statement added to promotional flyers/ads. All participants with identified special needs provide feedback.
Assess the accessibility of prenatal classes for persons who are deaf, deafened or hard of hearing.	Informational	Sensory	Accessibility statement on all promotional materials. All self identified (hearing loss) clients to provide feedback on class evaluation. To date - no requests.
Accessibility to Private Drinking Well Systems (PDWS) Education and Outreach Program; PDWS testing service; and retrieval of water test results from the MOHLTC Lab.	Physical	Physical	Focus groups planned with York Region AAC to discuss public education outreach program
Readability of written materials sent to parents re: school programs.	Informational	Sensory	Completed consultation, Parent newsletter now printed in larger font (verdana 16pt) and improved colour contrast. Accessibility statement on all newsletters.
Ability to consistently reach a staff member when calling in to the Department's long term care and seniors programs.	Communicational	All	Phone system upgrades still pending. Focus groups held with both clients and family members to determine needs. Needs identified are related to knowledge of how to use the phone system versus the voice mail process. All new clients will undergo phone protocol and training as part of orientation to program, and will review yearly. Brochure to be developed listing important numbers and how to reach Day program staff. Admission procedures to be revised.
Falls Prevention Program workshop content and delivery difficult for persons with visual impairments to see.	Informational	Sensory	Public Health Branch delivered to two groups of persons with visual impairments - now available for any persons with low vision. Consultation with Dots R Us group in Georgina. Audiotape being developed to complement the workshop as recommended by focus group.

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Paramedic staff require improved access to stretchers in ambulances.	Physical	All	Two centre mount Crestline E450 ambulance vehicles received. Four Proflex 35 stretchers received which will improve access to stretchers in ambulances.
Changing Attitudes and Raising Awareness			
Decreased awareness of Health Services Department staff regarding the Ontarians with Disabilities Act, 2001, accessibility issues and available resources.	Informational Communicational Attitudinal Policy/Practice	All	A pilot awareness training module will be tested. Plans for further implementation will be made following the conclusion of the pilot project. First draft of resources list in progress and will be made available to all staff.

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Barrier Identification for 2006

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing [5] (When will this be completed)
Making Regional Services More Accessible		
Inclusion of persons with disabilities into Health Services emergency planning, specifically for Pandemic Influenza.	Assessment of factors that require consideration and/or action when communicating general information to the public in the midst of an emergency situation, instructions for self-care and access to shelters, health services, sponsored clinics etc.	2006
Access to universally funded influenza vaccine at York Region influenza clinics by developmentally delayed or disabled individuals. Access difficulty is related to these individuals not being able to leave their homes or ability to obtain appropriate transportation to such clinics.	The flu program will approach York Regional Group Homes and other programs that deal with developmentally delayed individuals and those with other disabilities (including visual, hearing and mental health disabilities) to explore various possibilities of increasing access to our community immunization clinics.	Assessment to be undertaken in 2006 and possible implementation during the 2006/2007 influenza season.

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Barriers That Will Be Addressed for 2006

Barrier Identified [6]	Barrier Type [7]	What will be gained by removing or preventing this barrier? [8]	Means to prevent/remove the barrier [9]	Indicators of success [10]	Timing [11] (When will this be completed)
Helping People live Independently					
Upgrading of bathrooms (shower/bath) in the client centres of the ACL program sites Keswick Gardens, Genesis Place and Heritage East is required.	Physical	Safer personal care (bathing) of clients with physical disabilities will be possible.	Renovations to the shower/bath area	Completed Renovations	June/July 2006

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7 Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).
8 Indicate how accessibility will be enhanced by removing or preventing this barrier.
9 Describe what action will be taken to remove and/or prevent the barrier.
10 Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the department was successful in removing and/or preventing this barrier.
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Helping People live Independently con't					
Need for more physically accessible supportive housing units with the alternative community living program that provides essential homemaking and personal care to seniors and adults with physical disabilities in order for them to stay in the community and remain as independent as possible (Hadley Grange site renovation of 14 Units)	Physical/ Architectural	Increased number of accessible apartments	Renovation of specified units in Hadley Grange	Completed Renovations	October 2006

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Making Regional Services More Accessible					
ACL brochures, pamphlets and service agreements require review and revision to ensure they are readable and conform to ODA guidelines	Communication	Improved communication between service providers and clients and their caregivers	Review/access current materials and make changes as necessary to meet ODA guidelines	Written materials are completed and more easily understandable	April/May 2006
Implementation phase of 2005 goal of Accessibility to private drinking well systems (PDWS) education and outreach program; PDWS testing service; and retrieval of water test results from the MOHLTC lab.	Communication Information Policy/Practice	Improved access for those with disabilities to obtain information regarding private drinking well systems, including test results	Review and revise YR well water education package as well as policy/practice around well water testing Investigate the MOHLTC capability to revise its well kits and ability to provide water results over the phone using TTY service	Advocacy on behalf of YRHS to the MOHLTC regarding their services	June 2006

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Changing Attitudes and Raising Awareness					
Staff awareness related to the ODA and incorporation of ODA practices into daily activities within Health Services	Policy/Practice Communication	Staff will feel an increased comfort level when dealing with persons with disabilities and more information will be provided or facilitated with accessibility concepts in mind, to be delivered in the community	Encourage and promote opportunities, both external and internal, for Health Services staff to attend and participate in education related to increasing awareness of the ODA as well as the integration of accessibility concepts into daily work practices where appropriate.	# of opportunities offered # of staff attending internal or external ODA opportunities # Examples of integration of ODA concepts.	2006 – ongoing
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training	Attitudinal	Will provide staff with an introduction to the information and tools to effectively and respectfully serve persons with disabilities	20 employees in the Health Services Department will participate in the inclusivity training course being offered corporately.	Staff awareness is increased and staff report having a better understanding of the needs of people with disabilities	2006

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