

# Quinte Health 2023-2025 Accessibility Plan



**Quinte Health**

**Creating healthier communities. Together.**

*Prepared and Approved by the Quinte  
Health Accessibility Committee  
December 2023  
(minor revisions February 2025)*

This publication is available on the hospital's website  
[www.quintehealth.ca](http://www.quintehealth.ca)  
as well as in other accessible formats upon request to the Quinte Health Communications  
Department

## Table of Contents

### Contents

<b>1. Executive Summary</b> .....	3
<b>2. Statement of Commitment</b> .....	4
<b>3. Description of Quinte Health</b> .....	4
<b>4. Quinte Health’s Accessibility Committee</b> .....	4
<b>5. Barrier Identification and Prioritization</b> .....	5
<b>6. Preventative and Emergency Maintenance of Public Spaces</b> .....	5
<b>7. Quinte Health Accessibility Plan 2023-2025</b> .....	7

## 1. Executive Summary

Quinte Health is committed to excellence in serving all customers and to being responsive to the diverse needs of all its residents by striving to provide safe and equal access to its programs, services and facilities, in accordance with the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. All persons with disabilities who visit, work for, or use the hospital facilities, services, and properties will have access to safe and barrier-free environments, programs and services. In order to ensure accessible facilities, services and properties we must eliminate barriers that limit fair and accessible care for our patients, their families, staff and visitors.

The following plan is our vision for continuously building an accessible organization over the next three years (2023-2025). The plan was prepared by the Quinte Health Accessibility Committee and describes:

- The actions Quinte Health plans to take over the next three years to identify, remove, and prevent barriers to persons with disabilities, who live, work in or use the facilities and services of Quinte Health. This includes but is not limited to patients and their families, staff members, volunteers, and members of the community at large.

Quinte Health has committed itself to:

- The continual improvement of access to its facilities, services, programs and practices for persons with disabilities who may attend at the hospital as visitors, patients, staff, or volunteers, and;
- The participation of persons with disabilities in the development and review of its accessibility plans and improvements

We are pleased to introduce the 2023-2025 Quinte Health Accessibility Plan which aligns with our organizational purpose of “Creating healthier communities. Together.” and encompasses the Integrated Standards of the Accessibility for Ontarians with Disabilities Act.

In addition, this plan aligns with our organization’s values:

- Imagine it’s you
- Value everyone
- We all make a difference
- Stronger together

## 2. Statement of Commitment

Quinte Health is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

## 3. Description of Quinte Health

Quinte Health is a family of four hospitals—[Belleville General Hospital](#), [North Hastings Hospital](#), [Prince Edward County Memorial Hospital](#) and [Trenton Memorial Hospital](#)—that are working to “Create Healthier Communities. Together”.

The team of 2,600 staff and physicians provide care through four emergency departments, operating rooms at three hospitals, a rehabilitation day hospital, ambulatory care clinics, and a range of diagnostic services. There are more than 335 inpatient beds for acute medical patients, intensive care, obstetrics, paediatrics, mental health, complex continuing care, rehabilitation, and surgery. In addition, Quinte Health is proud to operate the Quinte Children’s Treatment Centre, community mental health programs, and to be a member of the Hastings Prince Edward Ontario Health Team.

## 4. Quinte Health’s Accessibility Committee

Quinte Health has a robust Accessibility Committee which is endorsed by the Leadership Committee. This committee was revitalized in September 2022 and its purpose is to:

- Review by-laws, policies, programs, practices and services that may cause barriers to people with disabilities and make recommendations for improvement
- Review feedback received internally and externally regarding barriers to people with disabilities and respond accordingly
- Monitor the implementation and compliance with the five standards in the Accessibility for

Ontarians with Disabilities Act, 2005

- Conduct annual barrier analysis at all four hospitals and use information gathered to inform and prioritize the physical barriers to be addressed in the following year
- Prepare the annual Accessibility Plan update and the multi-year Accessibility Plan
- Report bi-annually to the Leadership Committee on activities and accomplishments

Members of the Accessibility Committee include broad representation from both clinical and non-clinical areas of the hospital as well as individuals from our local communities living with disabilities.

## 5. Barrier Identification and Prioritization

Definition of a Barrier (AODA 2005)

Quinte Health employs the definition of a barrier as outlined in the AODA, 2005:

**Barrier** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, a technological barrier, a policy or a practice

Quinte Health has adopted a standard approach to identifying barriers to accessibility at all four hospitals and a subsequent prioritization process. The goal of this process is to identify, measure, remove and prevent barriers to persons with disabilities. The standard barrier analysis tool ensures the following barrier types are identified:

- Physical & Architectural
- Information and Communication
- Technology
- Attitudinal
- Organizational

In addition to the annual physical barrier analysis conducted by the Accessibility Committee members, other streams of information regarding barriers to accessible services are sought through the organization's electronic event reporting system, the patient relations process and the Security reporting system.

The prioritization process for identified barriers is based on the following criteria:

- Legislative requirements
- Frequency with which the barrier has been identified
- Risk associated with the barrier for staff, patients and visitors
- Availability of a solution
- Availability of resources to remedy the barrier (i.e. timing, cost, human resources)

## 6. Preventative and Emergency Maintenance of Public Spaces

**Maintenance** is defined as activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs (AODA, 2005).

**Public spaces** newly constructed or developed on or after January 1, 2016 include public eating areas, outdoor play spaces, exterior paths of travel (inclusive of ramps, stairs, curb ramps, depressed curbs), parking spaces and signage, service counters and waiting areas (AODA, 2005)

### Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Quinte Health has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces.

Accessible public space elements maintained by Quinte Health include exterior paths of travel such as walkways, stairs, and ramps where these elements are not already covered by the Ontario Building Code, rest areas, play spaces and parking lots.

Quinte Health procedures include the following:

- The Facility team, responsible for maintaining accessible elements in Quinte Health public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting accessibility will be posted in advance.
- Quinte Health personnel will inspect applicable accessible elements that are available for use by staff and public regularly. Any elements that are found to have defects or need maintenance will be identified so they can be addressed. Typically, a work order will be generated and sent to the Facility team and, upon review, arrangements will be made to correct the defect(s) or perform the necessary maintenance.
- In the event Quinte Health receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the Facility team, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, Quinte Health personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices.

### **Communication Strategy for Temporary Disruptions**

The following is how Quinte Health communicates temporary disruptions that result in accessible elements of public spaces not being in working order.

Once verified, Quinte Health will:

- Notify internal teams through email FYI and/or Team Update/Medical Staff E-News (depending on timing – i.e., a planned access issue versus an unexpected issue). Consideration will be given to the need for onsite signage in a visible location using large, bold fonts.
- If a public area of the hospital, notify community using clear and concise language on digital platforms including:
  - The specific area affected.
  - Nature of the disruption (e.g., ramp under maintenance).
  - Expected timeframe.
  - Available alternatives (e.g., nearby elevator, alternative entrance).

Once resolved, signage is removed and digital notices sent to confirm the area is now accessible. Attention will be paid to any feedback provided that highlights areas for improvement.

## 7. Quinte Health Accessibility Plan 2023-2025

The following table provides our Accessibility Plan for 2023-2025:

Identified Barriers and Standards	Actions		
	2023	2024	2025
Physical & Architectural	<p>Inventory of fully accessible washrooms at each hospital</p> <p>Install shelf and relocate door hook to appropriate height in current accessible washrooms</p> <p>Investigate options, costs, and timelines for addressing grates at BG ED entrance</p>	<p>Ensure a minimum of one fully accessible washroom in each ED waiting area</p> <p>Investigate options for visual alert with fire alarm</p> <p>Find solution for each ED to notify of arrival at triage for deaf/HOH</p>	
Information and Communication	<p>Update and post reduced scent signage at all hospitals</p>	<p>Posting Evacuation Routes (Dave P)</p> <p>Explore use of colours/shapes to distinguish wings/locations</p> <p>Re-organize room numbering system</p>	
Technology	<p>Dedicated tablets in each ED triage area to enable quick access to interpretation services</p> <p>Dedicated tablet in Obstetrics triage to enable quick access to interpretation services</p>		
Attitudinal			
Organizational		<p>Determine approach to funding accessibility related activity/recommendations</p>	

**For More Information on the Quinte Health 2023-2025 Accessibility Plan please contact the Quinte Health Communications Department at:**

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