



**ANNUAL ACCESSIBILITY PLAN
for the
REGION OF WATERLOO HOSPITALS JOINT PLANNING
COMMITTEE**

SEPTEMBER 2003- AUGUST 2004

Submitted to:
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www.cmh.org
www.grandriverhospital.on.ca
www.smgh.com

and in alternative formats upon request.

1.0 EXECUTIVE SUMMARY

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, the ODA requires each hospital to prepare an annual accessibility plan; to consult with persons with disabilities in the preparation of this plan; and to make the plan public.

This is the first annual plan (2003-2004) prepared by the Region of Waterloo Hospitals Joint Planning Committee, to specifically address the Grand River Hospital Corporation. The plan describes: (1) the measures that Grand River Hospital has taken in the past, and (2) the measures that Grand River Hospital will take during the year (2003-2004) to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of Grand River Hospital, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

This year, Grand River Hospital has committed to the continual improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

The Accessibility Working Group identified many barriers to persons with disabilities. The most significant findings were that the majority of the hospital's forms and records, as well as patient brochures, were only available in print. Also, there are attitudinal barriers not normally associated with disabilities. Other types of barriers include, but are not limited to, physical, architectural, communication/information, practice and technological. Over the next several years, the Accessibility Working Group will focus on these different barriers, recommending solutions. This years recommendations are included in this plan.

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