



Pathways Health Centre for Children

**Accessibility for Ontarians with Disabilities Act  
(AODA)**

# **ACCESSIBILITY POLICY & PLAN**

Reviewed annually by: HEALTH, SAFETY & RISK COMMITTEE

Revision Dates:

2011 10 01	2016 07 26	2020 02 26	2024 02 28
2012 08 21	2018 02 28	2021 02 22	2024 11 08
2013 01 30	2018 06 21	2022 03 17	
2014 01 17	2019 03 05	2023 03 29	
2015 01 12	2019 08 01	2023 10 17	

Approved by:   
Chief Executive Officer



# ACCESSIBILITY POLICY & PLAN

## Accessibility Policy and Multi-year Plan

### BACKGROUND

The Government of Ontario enacted the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. This act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

Ontario has accessibility standards in five areas:

- i. Customer Service
- ii. Employment
- iii. Information and Communications
- iv. Transportation
- v. Design of Public Spaces

These additional provincial laws and regulations shape our Accessibility Plan:

- The 2001 Ontarians with Disabilities Act (ODA)
- Accessibility Standards for Customer Service (Regulation 429/07)
- The AODA Integrated Accessibility Standard Regulation (IASR)

The AODA has identified five types of barriers:

- i. Attitudinal
- ii. Architectural/ physical
- iii. Technological
- iv. Informational/ communication
- v. Policies/ procedures

The following tools and supports are used to shape the Pathways Accessibility Plan and maintain compliance with the AODA Standards:

- Feedback from clients, customers, volunteers, staff and community
- The Ontario Government website <https://www.ontario.ca/page/accessibility-in-ontario>
- Consultation with municipal Accessibility Coordinator
- Participation in Sarnia Accessibility Advisory Committee meetings
- Accessibility Compliance Report- Self Assessment Tool (every 3 years)

### POLICY

Pathways Health Centre for Children is committed to providing accessible goods and services, in a timely manner, and to reduce barriers and increase accessibility to ensure that persons with disabilities have genuine, open and unhindered access to services, facilities, employment, buildings, and premises. Accessibility will be achieved in a way that takes into consideration the accessibility needs of the individual, based on the type of disability, and allows individuals to maintain their dignity and independence. Pathways Health Centre for Children is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Pathways will develop and maintain a multi-year accessibility plan which will guide our actions to improve accessibility and prevent and remove barriers.



# ACCESSIBILITY POLICY & PLAN

## 1. Pathways' Commitment to Accessibility

Pathways Health Centre for Children is committed to:

- monitoring and improving accessibility of Centre facilities and services for clients and their families, staff, clinicians, volunteers, community partners and the community of Sarnia-Lambton;
- responding to feedback provided by persons with disabilities, addressing these concerns and reflecting the solutions in annual accessibility plans;
- ensuring that staff, volunteers, students and others providing services on our behalf have received training and regular updates on the AODA and Human Rights and our accessibility plan;
- the provision of quality services to all clients and their families, community partners and the community of Sarnia-Lambton.

## 2. Process for Identifying Accessibility Needs at Pathways

Pathways will use the following methods to identify accessibility needs and requirements:

- any current AODA legislation that identifies compliance requirements for the period of the Accessibility Plan
- client, staff and community input
- input from the Pathways Health, Safety and Risk Committee
- Accessibility Compliance Report: Self-Assessment Tool

## 3. Process for ensuring accessibility supports through Pathways remain available to clients and customers

Any specialized equipment that enhances accessibility at Pathways (e.g., ceiling lift systems, water wheelchairs, etc.) are integrated into our annual Preventative Maintenance Plan to ensure they are inspected regularly and, if necessary, repaired.

If building renovations temporarily affect accessibility elements such as parking or washroom access, we will communicate (via email, social media, posters, etc.) to our clients and customers, the alternative measures we have taken to minimize the temporary disruption.

## 4. Pathways Accessibility Oversight, Review and Monitoring Process

Pathways accessibility work is integrated into the Health, Safety and Risk Committee with "Accessibility" being a standing agenda item for monthly discussion. When required, Ad Hoc Group meetings are arranged.

The Director of Community Services is the Chair of the Accessibility Ad Hoc Group of the Health, Safety and Risk Committee at Pathways Health Centre for Children. Members of the Pathways Accessibility Ad Hoc Group include, at minimum:

- Director of Community Services (Chair and Pathways Accessibility Officer)
- Chief Executive Officer
- A member of the Leadership Team (as assigned by the CEO)



## **ACCESSIBILITY POLICY & PLAN**

The Accessibility Ad Hoc Group of the Health, Safety and Risk Committee commits to providing annual information updates to the Leadership Team and the Health, Safety and Risk Committee, and as required.

The multi-year accessibility plan is updated annually or more often, as required. The plan contains

- tasks and projects accomplished in previous Pathways Accessibility Plans to enhance accessibility, as well as
- new initiatives to be explored during the period of the plan to support compliance of the AODA Integrated Accessibility Standards Regulations.

### **5. Communication of the Plan**

The Centre's annual multi-year accessibility plan will be posted on Pathways Health Centre for Children's website. On request, the plan can be provided in alternative formats (e.g., large print (18-point font) at no additional cost to a person with a disability). The contact information for the Pathways Accessibility Officer is available on the website if anyone has feedback, questions or concerns about the annual update to our multi-year Accessibility Plan.



# ACCESSIBILITY POLICY & PLAN

## Multi-Year Accessibility Plan 2022-2025

### 2022-2023 Accessibility Work Plan

Task	Action	Status
Engage in a website redesign to enhance ease of navigation and ensure compliance with AODA.	Finalize web redesign.	A web design company has been selected and work is being done to create a new fully accessible website. Projected completion date is spring 2022- <b>COMPLETED</b>
Refurbish playground to meet the Inclusive <i>Outdoor Play Spaces Design Standards</i> of the City of Sarnia.	Review standards and discuss options to ensure all standards are met in the proposed design.	A playground design company has been selected and the work will begin in Spring 2022- <b>COMPLETED</b>
Curb ramps in the parking lot to be located with the accessible parking area for improved access. (currently nearby – but not at the accessible parking).	Pathways to discuss and plan parking lot improvements. Look for grants/funding.	<b>NOT STARTED YET</b>
Assess the need for more automatic lights, faucets and soap dispensers	Pathways will create a list of all rooms that would benefit from automated lights, facets and soap dispensers that would increase accessibility throughout the building and get quotes to have the work completed.	Many lights, taps and dispensers have been replaced with touchless units in 2022. <b>LARGELY COMPLETE</b>
Lambton Room kitchen upgrades to include an accessible hand washing sink	Pathways will get quotes/designs to make the kitchen more accessible and then choose a vendor to complete the project.	Renovations started in Feb 2022- <b>COMPLETED</b>
Replace the speaker/monitor system in observations rooms to enhance hearing and increase safety.	Hire a contractor to replace the current sound system of the observation rooms.	<b>COMPLETED</b>



# ACCESSIBILITY POLICY & PLAN

## 2023-2024 Accessibility Work Plan

Task	Action	Status
Expansion and improvements to the parking lot. Curb cut outs in the parking lot to be located directly with the accessible parking area (currently nearby – but not at the accessible parking). When upgrades are made, consider additional accessible spaces if required. <b>Appendix A</b>	Pathways to discuss and plan parking lot improvements. Look for grants/funding.	Quote and designs received.
Pool changeroom renovations to increase access	Project will be led by architect. Construction company has been selected. Work has begun.	Underway January 2023. COMPLETED September 2023
Accessible sitting areas outside	Create an accessible pergola area with an accessible picnic table	COMPLETED
Increase automatic door openers and FOBS through the building	Obtain quotes and select a vendor to complete the work	COMPLETED
Access to accessible washroom in the south end of the building near Lambton Room	Investigate the possibility of adding an automatic door opener to washroom #402 to make it more accessible	Quote received
Access to interpretation services	Pathways will use Voyce™ to provide clients and staff with access to certified medical interpreters with 240 languages including sign language	COMPLETED



# ACCESSIBILITY POLICY & PLAN

## 2024-2025 Accessibility Work Plan

Task	Action	Status
Consolidate Pathways Accessibility Policy and Plan and the Pathways Accessible Customer Service Policy and Plan in to one comprehensive document	Before the next multi-year plan is created for 2025-2028 the accessibility committee will meet to redesign the current accessibility plans.	In progress
Expansion and improvements to the parking lot. Curb cut outs in the parking lot to be located directly with the accessible parking area (currently nearby – but not at the accessible parking.  Additional accessible spaces if required.	Pathways to discuss and plan parking lot improvements.  Explore grants to support this work.	Quote and designs received.  Grant application submitted in 2024 was not successful.
Access to accessible washroom in the south end of the building near Lambton Room	Investigate the possibility of adding an automatic door opener to washroom #402 to make it more accessible.  New option: Look into moving the double doors near the pool lobby to gain access to existing accessible washroom.	Rm 402 not feasible  Moved the double doors near the pool lobby to gain access to existing accessible washroom. This renovation was completed in August 2024. <b>COMPLETED</b>



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## Appendix A

While a curb ramp exists nearby, an accessibility enhancement could be achieved by ensuring there is a curb ramp located at the accessible parking area. Similar to the picture located below:

