



Interlake–Eastern
Regional Health Authority

Office régional de la santé
d'Entre-les-Lacs et de l'Est

ACCESSIBILITY PLAN 2020 - 2024

Vision

We will be recognized as a trusted health-care partner, providing sustainable, accessible, integrated, evidence-based care to improve health status and outcomes in all of our communities and achieve health equity across the region.

Mission

We work in partnership with all stakeholders, contributing to the health and well-being of our communities, by providing timely access to reliable care in a culturally safe manner that respects diversity.

Values

Always with compassion, Success in collaboration, Accountability in everything we do, Acting with integrity, Respectful of each other

FEEDBACK:

If you have any questions or comments related to this Accessibility Plan, on how we can further improve accessibility, and /or would like to request an alternate format, please contact:

Tell Us: 1-855-999-4742

In the Fall of 2016, the Interlake-Eastern RHA Accessibility Committee was formed to develop the region's Accessibility Plan. The committee consulted with community and stakeholders, reviewed current policy, reviewed the Accessibility Legislation, and identified current achievements and barriers. A detailed work plan was developed to guide the work of the committee.

The committee is comprised of:

Senior Leadership

Dorothy Forbes, Regional Lead of Corporate Services and Chief Financial Officer

Committee Co-Chairs

Shannon Montgomery, Regional Director Public Health and Wellness

Leona Wright, Director Health Care Services Long Term Care Program/PCH Standards

Accessibility Coordinator

Jay Ferens, Regional Manager Disaster Management (July 1, 2017 - present)

Committee Members

Kelly Weidman, Regional Manager Capital Planning and Facility Management

Leona Wright, Director Health Care Services Long Term Care Program/PCH Standards

Lauralou Cicierski, Regional Lead Communications

Tricia Tyerman, Clinical Team Manager, Home Care Services

Kelley Bartmanovich, Community Addictions Health Nurse

Tracy Abraham, Clinical Team Manager Pinawa Hospital

Karen Wood, Regional Director Home and Palliative Care

Sanela Maric, Regional Manager of Health Information Services

Karen Wood, Regional Director Home and Palliative Care

Johnathan Wasyluk, IT Operations Manager, Shared Health

Isobel Greenwood, Director of Labour Relations

Blair Milling, Emergency Medical Services Operations Manager

Rhonda Hogg, Director of Financial Services

Amanda Kotowich, Executive Assistant

Samantha Roberts, Lead Occupational Safety & Health, Disability Management & Regional Education

Acknowledgement

We extend our gratitude to all the residents in our region and the Interlake-Eastern RHA staff for their contributions to the Interlake-Eastern Accessibility Plan which will assist us to make our RHA more accessible to all.

Message from the CEO – Marion Ellis



According to Statistics Canada, nearly one in six Manitobans has a disability. Disability and accessibility touch the lives of all of us who live with or know of someone living with a disability.

With our vision of *Connecting people and communities with excellent health care – Today and Tomorrow*, we recognize that people need to be able to access information, services and places in our region if they are to be supported in developing health and wellness. With this, Interlake-Eastern RHA's first Accessibility Plan, we want to ensure we are proactively working to meet the accessibility needs of people in the region and those who use our services.

We are pleased that this plan has been created using staff and community member feedback provided via a regional survey. Thank you to almost 500 people who helped us better understand accessibility in our region through the benefit of your experiences and understandings. The members of our regional Accessibility Act Planning Committee embraced the need to create our Accessibility Plan, they reviewed the summary of survey submissions and they integrated people's feedback into our plan. Together, with the launch of our first Accessibility Plan, we're off to an excellent beginning.

As we work to put the elements of our plan in place, I encourage you to please stay in touch with us if you have a compliment or concern. You can reach our Tell Us line at 1-855-999-4742 or visit us online at www.ierha.ca and click on "Compliments and Concerns" in the upper right corner.

A handwritten signature in black ink, appearing to be the initials 'ME' or a similar stylized representation of the name Marion Ellis.

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Physical or Architectural Barriers

Initiatives/Actions	Expected Outcomes	Linkage to Accessibility Standards
Check age/functionality of Automatic door openers and hydraulic doors	<ul style="list-style-type: none"> Replace or calibrate to allow for safe client access 	# 3: Accessible Built Environment
Develop data base of more “accessible” resources available (i.e.: bariatric equipment)	<ul style="list-style-type: none"> Improved client experience 	# 3: Accessible Built Environment # 5: Accessible Transportation
Develop priority status for snow removal within our rental agreements/service purchase agreements.	<ul style="list-style-type: none"> Safer grounds with mobility for all 	# 3: Accessible Built Environment # 5: Accessible Transportation
Review handicap parking for all RHA and RHA leased properties, and advocate for additional designated handicap parking as required.	<ul style="list-style-type: none"> Safe and accessible parking for all 	# 2: Accessible Information and Communications # 3: Accessible Built Environment # 5: Accessible Transportation
Investigate opportunities to engage at local, provincial, and national levels regarding accessibility, examples, Age Friendly Communities, Built Environment Committees Review provincial national accessibility initiatives.	<ul style="list-style-type: none"> Increased client experience Increased collaboration of partners 	# 2: Accessible Information and Communications # 3: Accessible Built Environment # 5: Accessible Transportation

Technological Barriers

Initiatives/Actions	Expected Outcomes	Linkage to Accessibility Standards
Review RHA website for compatibility related to adaptive tools to reduce barriers and improve ease of navigation.	<ul style="list-style-type: none"> Improved access and navigation for all clients 	# 2: Accessible Information and Communications
Review current telephone reception services and automated systems.	<ul style="list-style-type: none"> Shorter messages/time Simplicity of access Enhanced human interaction Greater client satisfaction 	# 1: Accessible Customer Service # 2: Accessible Information and Communications

Systemic Barriers

Initiatives/Actions	Expected Outcomes	Linkage to Accessibility Standards
Policy Standards include accessibility lens	<ul style="list-style-type: none"> Meet legislation 	# 1: Accessible Customer Service # 2: Accessible Information and Communications # 3: Accessible Built Environment # 4: Employment Accessibility # 5: Accessible Transportation
Scent free policy redistributed across the region. Ensure all sites all scent free posters posted.	<ul style="list-style-type: none"> Reduced allergic reactions 	# 2: Accessible Information and Communications
Building relationship/partnerships with physicians (i.e.: my health teams) to meet the needs of all clients (including those with multiple conditions and vulnerable clients)	<ul style="list-style-type: none"> Increased capacity to accept all patients 	# 1: Accessible Customer Service # 2: Accessible Information and Communications # 4: Employment Accessibility
Continue advocate for additional PCH beds to allow for appropriate care and facilities for all clients.	<ul style="list-style-type: none"> Client receives the most appropriate care in the most appropriate place in a timely manner 	# 3: Accessible Built Environment # 4: Employment Accessibility
Review rental agreements to address needs; may include barrier free interiors, parking, automatic door openers, etc.	<ul style="list-style-type: none"> Reduced access concerns 	# 3: Accessible Built Environment # 5: Accessible Transportation

This publication is also available in French.

Cette publication est également disponible en français.

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