



**Southern Health-Santé Sud**  
**2018-2020 Accessibility Action Plan:**  
**Accessibility for Manitobans Act**



## **Southern Health-Santé Sud's Statement of Commitment The Accessibility for Manitobans Act**

Consistent with our core values of integrity, compassion, excellence and respect, Southern Health-Santé Sud is committed to ensuring equal access and participation for all people, regardless of their abilities. As a people-centred organization, we consider the diversity of our community as a source of strength and richness and we embrace the opportunity to identify, remove and prevent accessibility barriers by meeting requirements of *The Accessibility for Manitobans Act*. We foster an inclusive organizational culture and strive at all times to provide services in a way that respects the dignity and independence of all people. In fulfilling our vision, mission and Board ENDS we believe in working together with our community and partners in a shared effort to provide an accessible environment for all.

## Accessibility for Manitobans Act

Nearly one in six Manitobans is disabled by barriers where they work, live and play. Barriers to accessibility come at an enormous cost - to persons with disabilities, to their family and friends, to their communities, and also to business. By learning how to eliminate barriers, everyone benefits.

Accessibility legislation builds on this progress. ***The Accessibility for Manitobans Act*** (AMA) outlines a clear and proactive process to identify, remove and prevent barriers in five key areas of daily living including:(Accessibility web page)\

- Customer Service
- Information and Communication
- Built Environment
- Employment
- Transportation

The AMA requires public agencies including Regional Health Authorities to have accessibility plans that will identify, remove and prevent barriers to accessing services.

## Accessibility Committee

The Southern Health-Santé Sud created an Accessibility Committee in January 2016. The purpose of this committee is to ensure Southern Health-Santé Sud complies with the Accessibility for Manitobans Act (AMA) by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including patients, their families, visitors, employees, physicians and volunteers.

The committee consists of Southern Health-Santé Sud staffs that have a passion for health equity as well as experience and expertise in their areas of practice such as communications, construction, staff education, human resources and patient care.

Membership is reviewed annually with the goal to include ad hoc representation from community groups based on the AMA standard under development.

## Consultation Activities

A survey was developed to gain insight from patients, families and staff to provide feedback on personal experiences of the different types of barriers, both visible and invisible. These barriers can be architectural or structural, information and communication, technology, systemic and attitudinal in nature.

The survey is available in electronic format at [www.southernhealth.ca](http://www.southernhealth.ca) and hard copy formats at all Southern Health-Santé Sud locations with alternate formats available upon request.

The results of the survey will be used to identify priorities and the ongoing development of future Accessibility Action Plans.

## Customer Service Regulation

### Barrier Free Access:

Feedback from the public survey on accessibility was provided to Regional Physical Plant Services Team for review and incorporation into planning for maintenance and repairs at all Southern Health-Santé Sud owned sites.

### Communications:

Southern Health-Santé Sud public website has been redeveloped to meet current international standards in accessibility. On an ongoing basis, all public information and communication will follow a set standard to ensure compatibility with electronic media assistive devices and be made available in alternate formats upon request.

### Assistive Devices:

Assistive devices are commonly used in a health care environment and are openly supported in all locations. Policy is in place to promote independence and safety for our customers and the general public.

### Support Person:

Individuals commonly request to have a support person with them while receiving services from a health care professional. With consent from the individual they are supporting, a support person is welcome to enter the premises and be available to the person disabled by a barrier at all times.

### Service Animal:

Service animals are welcome in Southern Health-Santé Sud facilities and office areas. Guidelines are available for staff to follow outlining roles and responsibilities of the staff and service animal owner.

### Built Environment:

A standard communication process is in place to inform the public of any temporary barriers to services exist including a projected time frame for the access to be re-established. Communication plans for long term barriers will be developed on project specific basis.

### Feedback:

Our goal is to provide you with the best possible quality care and for you to have a safe passage through your health care experience.

You are an active participant in your health care and health care decision-making and we value your feedback. If for any reason you have a complaint, concern or wish to share positives about your experience, you are encouraged to talk to your health care provider.

If you still have more to share and would like to speak with someone, please contact us at 1-800-742-6509, email [info@southernhealth.ca](mailto:info@southernhealth.ca) or our website [www.southernhealth.ca](http://www.southernhealth.ca)

### Staff Training:

An introduction to the Accessibility for Manitoban's Act and the Southern Health-Santé Sud's Statement of Commitment is provided to all new hires as part of the General Orientation.

A more in-depth education session on Accessibility is available to all staff and physicians through the Manitoba e-Health Learning Management System and an information sheet about customer service and how to access the LMS system has been added to our New Employee Handbook.

### Public Events

Planning for all public events follows a written guideline inclusive of accessibility needs related to public notices, venue design and communication to the general public on how to make requests for their specific support requirements.

### Availability of the Action Plan

The Action Plan will be posted on the public website, [www.southernhealth.ca](http://www.southernhealth.ca). Alternate formats will be available upon request by contacting us at 1-800-742-6509 or [email info@southernhealth.ca](mailto:info@southernhealth.ca)

### Planned Accessibility Action Items

The Accessibility Planning Committee has created an action plan to track the current goals and accomplishments currently underway within the Region. The following chart is a summary of activities and current status for each.

General Requirements of the Accessibility for Manitobans Act				
Action	Time Table			Responsibility
	2017	2018	2019	
Establish Regional Accessibility Committee	Completed			Senior Leadership Team
Develop Statement of Commitment	Completed			Board of Governors, Senior Leadership Team
Complete a Public and Staff Survey of Existing Barriers	Completed			Accessibility Committee
Identify Priority Areas from Survey Feedback	Ongoing			Accessibility Committee

Complete/Update Action Plan	Ongoing	Accessibility Committee
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Additional Actions Related to Accessibility for Manitobans Act				
Action	Time Table			Responsibility
	2017	2018	2019	
Public Website Redevelopment	Completed			Website Redevelopment Working Group
Re-Development of BRHC Main Entrance	Completed			Construction Department
Language Access Interpreter Services – (Access from WRHA)	Completed			Communications Department
Review Proposed Employment Standard and Provide Feedback To Disabilities Issue Office	January 2018			Human Resources Team
Develop Plan for Employment Regulation	To Be Determined			Accessibility Team and Human Resources Team

## Additional Information and Feedback

For additional information or to request an alternate format of the Accessibility Action Plan, please contact Southern Health – Santé Sud at 888-742-6509 or go to <https://www.southernhealth.ca/lets-talk/accessibility/> to provide your feedback on the plan or your experiences, both the successes and challenges, related to Accessibility.