Hôpital général de Nipissing Ouest
West Nipissing General Hospital
725 ch. Coursol Rd. Sturgeon Fall, ON P2B 2Y6

POLICY & PROCEDURE

Subject: Public Spaces and Accessible Parking Spaces - AODA	**Policy NO:** 100-138
Department: Administration	**Original Date:** 2017-10-23
Approval: President & CEO (2026-11-02)	**Reviewed:** Quality & Risk Manager (2026-10-19)

PURPOSE

West Nipissing General Hospital (WNGH) is committed to providing accessible public spaces and accessible parking for patients, visitors, staff, physicians, volunteers and members of the public in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR), as amended.

POLICY STATEMENT

WNGH is committed to identifying, preventing and removing barriers to accessibility and maintaining accessible public spaces and accessible parking in a safe and usable condition. WNGH will meet or exceed applicable accessibility requirements established under the AODA and the Integrated Accessibility Standards Regulation.

MAINTENANCE OF ACCESSIBLE PUBLIC SPACES

WNGH shall maintain accessible elements in public spaces, including accessible parking spaces, exterior pathways of travel, curb ramps, sidewalks and related accessibility features.

Preventative and emergency maintenance activities shall be undertaken as required to ensure that accessible elements remain safe and operational.

Temporary disruptions affecting accessible public spaces shall be addressed promptly and communicated in accordance with the WNGH Notice of Temporary Disruption Policy.

Accessible exterior pathways of travel, including sidewalks, curb ramps and pedestrian routes connecting parking areas to entrances, shall be maintained in a manner that minimizes barriers to access.

PROCEDURE

1. **Snow Removal and Ice Control**
    - **a.** Snow and ice shall be removed from accessible parking spaces, access aisles, entrances, ramps, curb cuts and exterior pathways of travel as promptly as operationally feasible following a snowfall or ice accumulation event.

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b. Entrances and sidewalks are salted and/or sanded where the concrete, brick, or asphalt does not allow for appropriate winter traction for pedestrians, individuals using mobility aids (e.g. wheelchairs) or mobility-assisted devices (e.g., walkers, canes, crutches). Refer to Appendix B

2. Spring Maintenance

a. Spring cleanup occurs annually from April 15th to May 1st (pending weather conditions).

b. Accessible parking signage, pavement markings, access aisles and curb ramps shall be inspected annually and repaired or refreshed as necessary.

c. All parking lots and sidewalks are swept clean.

d. All parking lot lines and accessible spaces are painted annually in the month of June or July, to ensure that these spaces are clearly marked.

e. Accessible Parking Spaces include both the hospital and medical clinic area.

f. The WNGH and the medical clinic offer 4 separate areas of accessible parking. Refer to Appendix A.

3. Feedback & Complaints Process

Feedback and complaints regarding the accessibility of public spaces or accessible parking may be submitted verbally, in writing, by email, or through another accessible communication method. Concerns shall be directed to the Patient Relations Officer or designate and managed in accordance with the WNGH Accessibility Feedback Process.

4. Temporary Disruptions

Where an accessible parking space, access aisle, curb ramp, sidewalk or other accessible public space is unavailable, WNGH shall:

- Restore access as quickly as possible;
- Implement reasonable alternative measures where feasible;
- Provide notification in accordance with the Notice of Temporary Disruption in Services and Facilities Policy;
- Document significant disruptions and corrective actions where appropriate.

5. Emergency Maintenance

Emergency repairs affecting accessible parking spaces, access aisles, curb ramps, sidewalks or other accessibility features shall be prioritized based on risk to public safety and accessibility. Temporary measures shall be implemented whenever possible until permanent repairs are completed.

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WNGH shall maintain the number, dimensions, signage and access aisles of accessible parking spaces in accordance with applicable legislative and accessibility requirements. Current accessible parking locations are identified in Appendix A.

REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR)
- Policy 100-126 Notice of Temporary Disruption in Services & Facilities
- WNGH Patient Feedback Process
- 100-50 Hospital Parking Fees
- Ontario Human Rights Code

POLICY & PROCEDURE

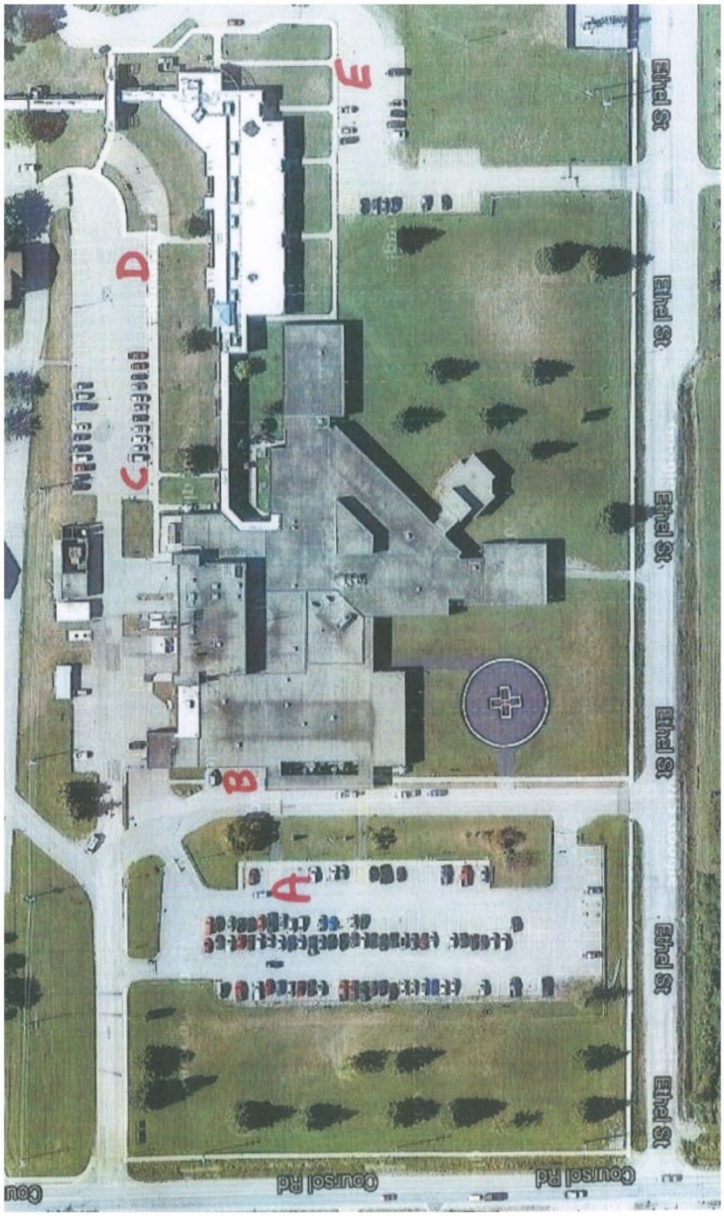
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Appendix A

Map #1

West Nipissing General Hospital

Accessible Parking Areas (A, B, C, D, E)



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Appendix B

