

## Accessibility Plan Update December 2023

### Policies & Procedures

- **Develop Employee Accessibility Policies in written form and make available to all staff**  
**2023 Update:** Reviewed and updated in February 2022. Audited in February of 2023 and received notice of compliance.  
**2021 Update:** Reviewed in December 2021 and posted on Common Drive and Website Available in Alternative Formats - upon request

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### Review and Update Accessibility Plan - Multi-Year

- **Accessibility Plan in consultation with persons with disabilities and AAC (Accessibility Advisory Committee) if established**  
**2023 Update:** Ongoing. We do not have a separate AAC but the Patient & Family Advisory Committee, which has members with disabilities, reviewed the Multi-Year Plan in 2023.  
Starting in January 2024 Accessibility will be a standing agenda item on the Emergency Preparedness & Accessibility Committee (EPAS).  
**2021 Update:** Ongoing. We do not have an AAC but do have a Patient & Family Advisory Committee who were provided with the 2023-2027 Plan for review. This Committee has members with accessibility needs.
- **Accessibility Plans with annual updates - Post to website**  
**2023 Update:** Plan updated in December 2023 and posted on website.  
**2021 Update:** Updated for 2022 and posted on website
- **Provide in alternative format upon request (Available upon request)**  
**2023 and 2021 Update:** Available upon request
- **Review Multi-Year Plan every 5 years**  
**2023 Update:** Reviewed in January 2023. Next review in 2028.  
**2021 Update:** Reviewed in November 2017. Next review in January 2023.

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### Notice of Temporary Disruptions

- **The Hospital will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities**

**2023 Update:** Disruptions in service to the Emergency Department occurred in 2022 and 2023. Signs were posted on Hospital grounds and doors. Press releases were posted on website and sent to local media including social media accounts.

Disruptions in service to the Obstetrics Department occurred in 2022 and 2023. Memos were sent internally and externally to surrounding Hospitals.

**2021 Update:** There were no disruptions to services in the last 2 years.

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## Accessible Websites

- **All new internet websites and new web content on those sites conform to WCAG 2.0, level A**

**2023 Update:** Extensive work is being done to launch an integrated website (CPDMH & AGH). Researching, developing and writing the new website to ensure tools available to make it easier for patients and families to find information about both hospitals, a new, more accessible architecture with plain language writing and accessible on different types of media (computer vs phone). Foundation Executive Director, Board of Directors have been provided with a demo, Patient & Family Advisory Committee and Fairview Manor Family Council are pending a scheduled meeting. Launch date expected in 2024. Launch date expected in 2024.

**2021 Update:** In January of 2019 The Almonte General Hospital/Fairview Manor launched a new website. The company that was hired to develop the website was Blue Lemon Media Inc. Within the proposal from Blue Lemon they assured that the Web Content will adhere to the Accessibility Guidelines (WCAG 2.0 Level A).

AGH/FVM has two employees who manage the content on the website and insure that PDFs posted are compliant as well as the inclusion of alternative text for any non-text based content or media such as but not limited to audio tracks or video tracks. Training prior to content migration and post go live has been completed.

A new MRHA website is currently being re-designed by Blue Lemon Inc. Completion is not expected until March 2023 at which time the Hospital's PFAC and Long Term Care Home's Resident and Family Counsel's will have an opportunity to provide feedback before the site is launched.

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## Training

- **Provide training on the requirements of the accessibility standards as it pertains to persons with disabilities to all employees, students & volunteers, those providing goods or services on behalf of organization.**

**2023 Update:** Audited in February 2023 and received notice of compliance. Medical Staff have been added to the organization's Learning Module System and complete education requirements online.

**2021 Update:** Ongoing. Medical Staff, new employees and volunteers complete the training on the Corporation's Learning Management System as part of Corporate Orientation.

## Reducing Barriers to Accessibility

**The following improvements have been made to the physical environment to help reduce barriers to accessibility:**

### **2023 Update:**

- Created a new Short Stay Program Welcome Letter ensuring it is Senior Friendly i.e. Black on White paper for contrast and 14 point font.
- In re-designing an office to relocate ultrasound, a new door has been fitted to ensure it can accommodate wheelchair-width
- Crosswalk lines leading to the parking lot were repainted to ensure maximum visibility
- Improved lighting in the Obstetrics Operating Room, Labour Room, and hallway bathroom.
- Installed support bar in the bathroom on the lower level in the admin wing
- Improved lighting in Health Records Department
- Repair work to the triage door in the Emergency Department to fix the automatic door opener
- LCPS purchased standard ergonomic office supplies such as padded rests, monitor stands, and ergonomic mouse/keyboard. Also a rearranging of supplies storage for easier access

### **2022 Update:**

- Pharmacy purchased a specialized mouse to help a pharmacy technician with wrist arthritis.
- First Response Communication Book provided to the Emergency Department, Fairview Manor, Medical Surgical Unit, Physiotherapy Department and Diagnostic Services Department. This book is designed to help responders to medical emergencies ask questions and understand responses from people for whom communication is difficult. The responder can point to the symbols to add meaning to any questions or statements to the patient. The patient can also respond by pointing to symbols.
- Purchased 2 large button phones for the visually challenged
- Newly purchased beds on the medical surgical unit have a setting to lower the beds closer to the floor and a night light to help with vision
- Leaving all 3 light banks on in the main lobby, rather than turning two of them off in the evening. This will result in improved lighting enroute to medical surgical, CCC and OB units and also in hallway outside lobby bathroom. It has implications for falls risk, especially for visitors/ essential caregivers with visual impairment/ seniors.

- Began keeping the Day Hospital door closed as a matter of practice. Signage has been posted on it to assist patients with wayfinding to physiotherapy and day surgery waiting areas.

#### **2021 Update:**

- Enlarged letters (A, B, C) above all entrances to ease access and way finding onsite.
- 2020: Purchased 3 bariatric chairs and 3 high hip chairs, one of each for physiotherapy, main lobby and emergency at AGH. They pull to inpatient units when needed.
- 2020: Purchased a bariatric wheelchair and bariatric commode for the Medical Surgical Unit.
- 2020: The wheelchair ramp into the side door of the Octagon Room – 95 Spring Street was improved.
- 2020: Increased the number of bariatric chairs for Physio and front lobby waiting rooms

We continue to be aware of any barriers that may arise. Ongoing list of improvements suggested:

- Installation of lights that turn on automatically in the bathrooms. This feature would be beneficial for people with physical and vision impairments, as well as safety for all.
- AGH physiotherapy has requested more accessible parking spaces as our patients with physical disabilities can find it difficult to find a place to park.

## **Design of Public Spaces**

#### **2023 Update:**

##### **Construction of new or redevelopment of the following:**

- Waiting Areas – Reallocated space for additional waiting room area for day surgery patients and families was created in 2020 during COVID to separate from Emergency and COVID patients in response to Ministry requirements.

#### **2020 Update:**

- The wheelchair ramp into the side door of the Octagon Room – 95 Spring Street was improved.