

Accessibility Plan Update 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 2022 and received notice of compliance.
2021 Update: Reviewed for 2021 and posted on Common Drive and Website
Available in Alternative Formats - upon request

Review and Update Accessibility Plan - Multi-Year

- **Accessibility Plan in consultation with persons with disabilities and Accessibility Advisory Committee (ACC) 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 will be reviewing the Multi-Year Plan upon next review in 2022.
- **Accessibility Plans with annual updates - Post to website**
2023 Update: Plan updated in December 2023 and posted on website.
2021 Update: Updated for 2021 and posted on website
- **Provide in alternative format upon request (Available upon request)**
Update: Available upon request
- **Review Multi-Year Plan every 5 years**
2023 Update: Plan was updated and renewed in January 2023 and posted on website. Next review is January 2028.
2021 Update: Reviewed in November 2017. Next review in January 2023.

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.

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

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 2022 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 are provided with the on-line course sponsored by the Ministry of Community and Social Services. New employees and volunteers complete the training as part of Corporate Orientation.

Website

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.
-

Design of Public Spaces

2023 Update:

Construction of new or redevelopment of the following:

Waiting Areas

- A new waiting room area for day surgery patients and families was created in 2022 during COVID to separate from Emergency and COVID patients

Outdoor Public Eating Areas

- The outdoor patio area was removed and reconstructed into a parking lot. A new patio will be built in 2024 once the New Emergency Department is completed.

Exterior Paths of Travel (including ramps and stairs)

- Walkway/patio from Mobile Unit to side entrance of Hospital was replaced to ensure even ground and replaced the steps and hand rail leading up to front of Hospital.

Off-Street Parking

- Two new parking lots are in the process of being created in conjunction with the new Emergency Department build. These new parking lots will include five accessibility parking spaces with accessible path to the new Emergency Department entrance. Completion expected in 2024.
- Temporary off-site parking at the local Arena was provided during temporary closures of the current parking lots.

Reducing Barriers to Accessibility

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

2023 Update:

- Stand up desk for Booking Department with a second one on order
- Ergo dynamic chair for the pharmacist desk
- Voyce Translation services implemented providing access to a live translator in any language.
- Standardized process implemented for maintenance of wheelchairs
- Ongoing. We continue to be aware of any barriers that may arise.

2021 Update:

- Accessible parking lines were repainted in 2020 on the front ramp of the Hospital – plan for Spring of 2022 is to repaint the lines in the Hospital parking lots
- In addition to the accessible door openers on the ground floor public washroom, one in the basement of the Hospital, back entrance ramp door, the door to Registration and the door to the Emergency Department, CPDMH has installed two new touchless operators for the Hospital's front entrance doors in 2021.
- A larger CPDMH sign facing the road traffic was replaced in 2021
- Railing were added to the front entrance of the hospital along the accessible parking spots
- Railing was added to the back Staff entrance
- Ongoing. We continue to be aware of any barriers that may arise.