

## Accessibility Plan Update December 2022

### Policies & Procedures

- **Develop Employee Accessibility Policies in written form and make available to all staff**

**Update:** Reviewed in February 2022 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**

**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**

**Update:** Updated for 2022 and posted on website

- **Provide in alternative format upon request (Available upon request)**

**Update:** Available upon request

- **Review Multi-Year Plan every 5 years**

**Update:** Reviewed in January 2023. Next review in 2028.

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### Accessible Websites

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

**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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## 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**

**Update:** Memos are posted in the facility and information is posted on the website whenever applicable.

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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.**

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

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## Reducing Barriers to Accessibility

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

- 2022: Pharmacy purchased a specialized mouse to help a pharmacy technician with wrist arthritis.
- 2022: 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.)
- 2022: Purchased 2 large button phones for the visually challenged
- 2022: 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
- 2022: 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.

- 2022: 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: 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 repaired.
- 2020: Increased the number of bariatric chairs for Physio

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

- 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.
- Working closely with Regional Geriatric Program of Eastern Ontario towards shared geriatric education resources and guidance on modifying our Allied Health resources to ensure we meet best practice for senior care. eg. contrast, font, common language. This is expected to be completed by end of March 2023.
- Install support bar in the bathroom on the lower level in the admin wing to support the Mental Health office patients as well as other patients and our employees with a bathroom that can support accessibility needs but is not able to support wheelchair access due to the size.