

RENFREW VICTORIA HOSPITAL

MULTI-YEAR ACCESSIBILITY PLAN

(2023 - 2027)

MESSAGE FROM THE CEO

RVH is a key part of our community. We strive to offer quality service to all of our patients and to provide a positive work environment for our staff, physicians and volunteers. We are proud to have a hospital that continues to grow and improve. It is crucial to have a hospital that provides service and support to all, including anyone with a disability. Over the past number of years, the hospital with Ministry support has invested in numerous new facilities as well as significant capital equipment improvements. All our new builds and major renovations have the benefit of the expertise of an architect. This architect has worked with RVH for over 25 years. He is aware of the importance of accessibility and is committed to meeting the accessibility standards. In addition, he utilizes the expertise of consultants for this purpose. We are very pleased with three recent achievements. A new and updated website was launched, and it meets accessibility standards. The digital medical record software used at RVH (Epic) now includes an easy way to document accessibility information so that it becomes part of the patient record. Clear masks and masks with windows have been made available to staff to support those who rely on lip-reading. As a patient-centred hospital, our Patient and Family Advisory Council (PFAC) continues to provide valuable input central to all our decision making, particularly around enhancing accessibility for those we serve.



INTRODUCTION

RVH strives to meet the needs of its employees and customers with disabilities and is working diligently to remove and prevent barriers to accessibility. RVH is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps RVH is taking to meet those requirements and to improve opportunities for people with disabilities. We will continue to be proactive about removing and preventing barriers to accessibility.

The RVH lead for accessibility is an active member of OHCNAP (Ontario Health Care Network of Accessibility Professionals). The RVH lead for the IDEA committee (Inclusion, Diversity, Equity, and Accessibility) is also a member. This group will be reviewing the AODA Health Care Standards as presented to the Minister and assessing the impact they will have on the health care sector.

This plan shows how RVH will play its role in making Ontario an accessible province for all Ontarians.

SECTION ONE: PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Over the past five years, several initiatives at RVH have resulted in improved accessibility for people with disabilities. Here are the main highlights:

1. Launched a new and updated website that meets the accessibility standards
2. Accessibility information now easily documented in Epic so that it is part of the patient record
3. All elevators upgraded and have new accessibility features such as voice notification of floor
4. Kiosks for screening people for Covid 19 upon entry to the building were designed to have a good level of accessibility
5. Some upgrades made to the grounds (pathway outside dialysis unit, gazebo at 100 Health Village) allow for greater accessibility for patients, visitors, and staff
6. Ongoing support for customer service and accessibility standards; for example:
 - a. coached intake staff at vaccine clinics to offer laminated large print instructions for people struggling to hear the verbal instructions;
 - b. coached intake staff at vaccine clinics to read instructions aloud if person could not see or read
7. Updated accessibility policy to include service animals
8. As part of the upgrade to the generators, improved accessibility in parking lot and to doors
9. Clear masks were available in the physiotherapy department for use with patients who relied on lip-reading. Masks with clear windows were supplied to the speech-language pathology department and made available to all departments.
10. Speakers/amplification systems installed at key reception areas (e.g., admitting, medical imaging, doctors' office on RVH campus) to make communication easier for those who could not clearly hear speech through the barriers of Plexiglas and masks
11. Renovation to cafeteria increased space for diners and has accessible patio
12. Accessibility team leaders participate in a provincial group dedicated to promoting accessibility in hospitals and long term care settings (Ontario Health Care Network of Accessibility Professionals (OHCNAP))
13. New committee for Inclusion, Diversity, and Equity has become active at RVH; committee agreed to bring accessibility under its purview, renaming it IDEA (Inclusion, Diversity, Equity, and Accessibility)

14. The pay phone and water fountain were relocated with PFAC input to ensure the best accessibility for Emergency Department and Ambulatory Care patients.
15. New RVH campus and hospital maps were created, laminated and made available to improve wayfinding for patients/visitors entering the hospital campus or the facilities. Hospital signage was also reviewed.
16. Communications to the community are reviewed with PFAC input to ensure all members of the community feel informed and engaged with what is happening at their local hospital, particularly those not online.
17. Translation services in over 300 languages, including ASL and indigenous languages, have been made available 24/7 for any care conversation that requires it.

Customer Service

RVH continues to provide training on a regular basis on the Customer Service Standard to all new staff and volunteers as part of the orientation process. There is a current policy on Accessibility for Customer Service.

Customer feedback has been solicited/collected through a variety of methods including:

- Letters or emails sent to the organizations by patients or visitors
- Direct comments to staff by patients or visitors
- Confidential, locked suggestion box located outside cafeteria for public and staff use
- Statement on website with Accessibility Plan indicating contact person at RVH
- Patient surveys and questionnaires

Information and Communications

- Accessibility reports and information available on the hospital website
- We utilize the resources provided by OHCNAP and the Accessibility Directorate of Ontario. For example, in 2021 recommendations on respectful disability language were circulated
- Accessible formats are made available upon request

Employment

The Accommodation policy was reviewed and revised in March 2022. It is posted on the RVH intranet. On the public facing website, the following statement is on the Careers page:

RVH is an equal opportunity employer, committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at (613) 432-4851 for assistance.

This statement is also included in all external postings (e.g., in newspapers).

The Return to Work policy was revised in 2013 and reviewed in 2017. It was updated again in 2021 to include information about service animals.

The policy regarding emergency response for those with a disability was developed June 2017 and reviewed in January 2021.

Self-service Kiosks

RVH maintains interactive electronic terminals to pay parking fees. The design of the interface included large print and pictures to assist those with visual impairments and low literacy skills. The screen has high contrast as well. The system gives users time to complete transaction. If they cannot complete it in the time given, the system returns their ticket and allows them to start again. An assistance button is included on all pay machines and at exit gates to offer assistance if needed. The units were constructed so that someone in a wheelchair could access them. The pay machines have been placed in areas where there is sufficient room to be accessed by people with mobility aids. Credit card payment is accepted at the exit gates. This allows people to avoid the pay machines altogether if they choose.

Self-service stations were set up temporarily to allow patients and visitors to complete Covid-19 screening. Efforts were made to allow for use at different heights (e.g., standing vs. sitting) and to use a highly legible font.

SECTION TWO: STRATEGIES AND ACTIONS

Customer Service

RVH is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

RVH will continue to educate staff and volunteers on the principles of accessible customer service. This will be conducted at Orientation. The AODA recommendations of the Ministry state that curricula should be updated and reviewed every two years or sooner, as knowledge and best practices evolve, and as regulations and legislation change. Through involvement with OHCNAP, RVH will review the education offered with regards to content and when it is offered to staff.

Feedback on our performance is welcomed. Formal and informal methods of communication may be used, potentially including but not limited to the following methods: presentations to groups, surveys, newspaper articles, posts on social media, suggestions box, letters/emails/phone calls from patients/families, and discussion with patients/families.

All major renovation/construction projects have the input of the architect who demonstrates a commitment to building code and accessibility standards.

Information and Communications

RVH is committed to making our information and communications accessible to people with disabilities. A new RVH website was launched in January 2021 with a new intranet launched in October 2021. The sites meet the accessibility standards set out by the Act.

Employment

RVH is committed to fair and accessible employment practices. All policies are reviewed every two years and as changes to legislation occur.

Procurement

RVH is committed to accessible procurement processes.

Self-service Kiosks

RVH is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

RVH uses an electronic medical record system (Epic) which in the future may involve self-service kiosks for patient registration. RVH would ensure that such kiosks would be compliant with accessibility standards.

Training

RVH is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Design of Public Spaces

RVH will meet accessibility laws when building or making major changes to public spaces.

RVH will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

For more information on this accessibility plan or to receive standard and accessible formats of this document (free on request), please contact Alison Green at 613-432-4851, ext. 275 or aligreen@renfrewhosp.com.

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