

RENFREW VICTORIA HOSPITAL

MULTI-YEAR ACCESSIBILITY PLAN

(2018-2022)

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 of 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 of 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 two recent achievements. We have been able to relocate inaccessible or poorly accessible services to either newly built locations (Sleep Store, Foot Care Clinic) or to renovated spaces (Oncology). We have committed to moving forward with patient and family centered care (PFAC) and as such have a dynamic committee. The members have been key to helping us appreciate the patient and family experience.



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. Renfrew Victoria Hospital 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 remove and prevent barriers to accessibility.

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, a number of initiatives at RVH have resulted in improved accessibility for people with disabilities. Here are the main highlights:

1. New nephrology unit – new construction creating a larger, more efficient unit
 - Architect insured new unit met accessibility standards
 - Wide doors to all bathrooms
 - Bariatric seating in all waiting rooms
 - One bathroom on each level that can accommodate up to 700 pounds weight
 - Floor edging darker than wall and floor colours
 - Lever handles on all doors
 - Push button openers at all patient entries and exits
 - Signage with contrast lettering and braille
 - Room for wheelchairs in all waiting rooms
 - Reception windows/counters at wheelchair height
 - Fully accessible outpatient clinics including nephrology, peritoneal dialysis, and diabetes
2. Oncology – relocated to renovated space within RVH (former nephrology unit)
 - Architect insured new unit met accessibility standards
 - Lever handles on all doors
 - Push button openers at patient entry/exit
 - Signage with contrast lettering and braille
 - Reception window/counter at wheelchair height
 - Larger space with open floor plan and natural lighting
 - Additional hand rails installed in bathrooms
 - Main floor access to unit with close proximity to Laboratory and Medical Imaging
 - Room for wheelchairs in waiting room
 - Floor edging darker than wall and floor colours
 - Adjustable lighting at individual treatment stations
 - Stretcher/bed accessible
3. Phlebotomy – relocated to renovated space
 - Wheelchairs and walkers can now be accommodated (no longer have to collect blood in the hallway)
4. ID badges
 - Consulted a specialist regarding colour and contrast
 - Increased font size on names
5. Sidewalks
 - Rebuilt sidewalk outside doors of nephrology unit to allow safe access using a wheelchair
 - Built a sidewalk between 510 Raglan and 500 Raglan to allow for easier access between the two buildings and from the parking lot to the main hospital building

6. ART amplifiers
 - ART purchased two amplifiers to use with individuals who are deaf or hard of hearing
7. Way finding signage
 - Consulted a specialist regarding colour and contrast
8. Elevator doors
 - Adjusted timing of door closure so that people who move slowly (with or without mobility aids) can safely enter and exit the elevator
9. Installation of new hand sanitizer dispensers
 - Ensured that dispensers were installed at proper height to allow access to people standing and people using wheelchairs
10. Relocation of Sleep Products to new professional building located on RVH campus
 - Architect ensured new building met accessibility standards
 - Was previously located in basement with no elevator access
 - First floor location in fully accessible new professional building
 - Reception window/counter at wheelchair height
 - Significant increase in footprint of space allowing for ease of circulation
 - Bariatric seating
 - Lots of natural light
 - Push button openers at all patient entries and exits
11. Relocation of Foot Care Program to new professional building located on RVH campus
 - Architect ensured new building met accessibility standards
 - Was previously located in basement with no elevator access
 - First floor location in fully accessible new professional building
 - Reception window/counter at wheelchair height
 - Significant increase in footprint of space allowing for ease of circulation
 - Bariatric seating
 - Lots of natural light
 - Push button openers at all patient entries and exits
12. Renovation of first floor main corridor
 - Installation of handrail along full corridor, on both sides
 - Improved lighting
 - Improved recognition of departments for public
 - New doors with lever style handles
13. Fully renovated space for Respiratory Therapy department
 - Includes cardiac stress testing & pulmonary function testing (outpatient services)
 - Provided significant increase in size of department which allows for better circulation with mobility aides
 - Bariatric seating for patients in waiting area
14. Relocation of 4th ultrasound room
 - Significant increase in size of room hence improved circulation space

15. Renovations in Recreation department

- New tables were purchased that accommodate people in wheelchairs of various sizes as well as Broda chairs

Customer Service

RVH continues to provide training 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
- Suggestion box located outside cafeteria for public and staff use
- Presentation to the Patient and Family Advisory Committee (PFAC) with discussion following
- Display in the cafeteria
- 'Grand Rounds' article in local paper
- Statement on website with Accessibility Plan indicating contact person at RVH
- Patient surveys and questionnaires

It was following customer feedback from PFAC that changes were made to ID badges and the closing of elevator doors.

Feedback from patients and visitors resulted in the movement of the pay machines at the exit gates. The machines were moved closer to the curb to allow for easier access from a vehicle.

The Oncology program conducted a survey of patients prior to the renovation of the new space. The survey included questions regarding accessibility and what changes would be necessary to remove barriers. Further, a member of PFAC was asked to review the plans for the space and her suggestions were taken into consideration.

The Lab makes a patient satisfaction survey available to all patients. They had received complaints about privacy. The Lab also received two non-conformances on the previous OLA accreditation on the issues of privacy and controlled access to the lab. It was a combination of the patient feedback and the accreditation non-conformances that resulted in the creation of a new phlebotomy area.

Information and Communications

- Accessibility reports and information available on the hospital website
- We utilize the resources provided by the Accessibility Directorate of Ontario. For example, in October 2017, we circulated the upcoming webinars re: creating accessible MS word documents and shared an article with checklist on planning accessible events/meetings

Employment

The Accommodation policy has been updated in 2014 and reviewed in 2017. 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.

The policy regarding emergency response for those with a disability was developed June 2017.

The policy regarding accommodation was reviewed in June 2017.

Self-Service Kiosks

RVH acquired and installed 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 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.

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 and renewed annually as part of ongoing staff education.

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 from patients/families, and discussion with patients/families.

All major renovation/construction projects that are being planned 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.

RVH will make its website and web content accessible by January 1, 2021.

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 is in the very early stages of creating an electronic medical record system which 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 Julia Boudreau at 613-432-4851, ext. 275 or boudreauj@renfrewhosp.com.

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