

Renfrew Victoria Hospital

ACCESSIBILITY PLAN January 2013 – December 2017

The RVH Accessibility Plan outlines the policies and actions that will be established to improve opportunities for people with disabilities.

Statement of Commitment

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, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Renfrew Victoria Hospital is committed to providing our clients with publicly available emergency information in an accessible way, upon request. We will also provide employees who have identified disabilities with individualized emergency response information, when deemed necessary.

Training

Renfrew Victoria Hospital will provide training to employees and volunteers on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of individual employees and volunteers.

Renfrew Victoria Hospital will take the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessible laws (by January 1, 2014):

- *Compare the training that has already been done & is continuously done through orientation (regarding Customer Service) with the training that is required relating to the five accessibility standards (i.e., customer service; employment; information and communications; transportation; and, design of public spaces)*
- *Identify any gaps that exist in relation to these training requirements*
- *Provide training to appropriate staff and new hires for specialized areas (i.e., Human Resources)*

- *Utilize modules available from AccessForward to address any identified gaps*
- *Maintain record of employees that have completed the training.*

Kiosks

Renfrew Victoria Hospital will take the following steps to consider the needs of people with disabilities when procuring self-service kiosks (by January 1, 2014):

- *Seek out kiosks for the new gated parking system that are structurally and technically accessible (e.g., colour contrast on display screen, extra time to complete tasks, voice activated equipment, height and stability, headset jacks with volume control, specialized keypads or keyboards, etc.)*
- *Ensure the paths to all kiosks are accessible (e.g., for people using mobility aids such as walkers or wheelchairs).*

Information and Communications

Renfrew Victoria Hospital is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We will meet the information and communication needs of people with disabilities by providing, upon request, information and communications materials in accessible formats or with communication supports (e.g., plain language, sign language interpreter, reading the information out loud to a person with vision loss, adding captioning to videos, or using written notes to communicate with someone who is hard of hearing, etc.).

Renfrew Victoria Hospital will take the following steps to make all new websites and web content posted after January 1, 2012 conform with WCAG 2.0, Level A (by January 1, 2014):

- *Consult with the hospital's contracted website company to seek confirmation that the RVH website conforms with WCAG 2.0, Level A*
- *Work with contracted website company to try to achieve compliance with Level AA (other than criteria 1.2.4 Captions, and 1.2.5 Pre-recorded audio descriptions).*

Employment

Renfrew Victoria Hospital is committed to fair and accessible employment practices. The following policies and procedures are already in place to support employees with disabilities: Return to Work Program; Accommodation Policy; Attendance Management Program. When changes to these policies are made, they are reviewed at the relevant committee meetings where consultation occurs (i.e.,

OH&S, HR, CUPE, ONA). Our job postings indicate that RVH is an equal opportunity employer committed to workplace wellness.

We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment process and after employees have been hired (by January 1, 2014)

- *Post on RVH website that RVH is committed to accessible employment practices.*
- *Include policies that support employees with disabilities in the RVH orientation material.*

General

Renfrew Victoria Hospital will take the following steps to prevent and remove other accessibility barriers identified (by January 1, 2014).

- *Improve process to accommodate persons who are deaf/hard of hearing seated in ER waiting room*
- *E.R. sliding doors close too quickly (i.e., install electronic eye to avoid door closing on people)*
- *Review procurement policy to ensure it meets accessibility standards*
- *Improve accessibility in washroom in patient room on Active Care Unit*
- *Improve way-finding signage for Laboratory and X-ray Departments*
- *Review number of accessible parking spaces.*

On an ongoing basis:

- *Conduct community consultations at least once per year to identify barriers (e.g., focus groups; hard-copy surveys; consultation with consumers for nephrology expansion; info on website or in paper; review of any correspondence received)*
- *Review plan at least annually to identify other general opportunities for improvement and achievement of previous years' goals*

For More Information

For more information on this Accessibility Plan, or to obtain an accessible format of this document, please contact Julia Boudreau at:

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