

What You Need to Know

Ontario Regulation (O. Reg.) 191/11 – Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires designated public sector organizations to have a multi-year accessibility plan in place which documents the organization’s strategy to prevent and remove accessibility barriers.

Organizations must establish, review and update these plans in consultation with persons with disabilities and when applicable, with a municipal accessibility advisory committee.

Plans must be updated at least once every five years and a status report must be completed on an annual basis. The plan and status report must be posted on the organization’s website and be available in an accessible format upon request.

This form includes information to help designated public sector organizations comply with section 4 of the Regulation.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

What should you do once you have developed your multi-year accessibility plan?

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (1)	Post plan on website and make it available in an accessible format upon request.	<input checked="" type="checkbox"/> Ensure your organization's plan is posted online Website Link www.renfrewhosp.com <hr/> <input checked="" type="checkbox"/> Communicate that your plan is available in alternate formats upon request Sample To request an alternate format of this plan, please contact [person/email/phone number]	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 (1)	Review and update the plan at least once every five years.	<input checked="" type="checkbox"/> Determine when your plan was created and/or when was the last time it was updated Date of Plan Creation (yyyy/mm/dd) 2023/02/07 <hr/> Date of Last Review/Update (yyyy/mm/dd) 2024/02/07 <hr/> Date of Next Review/Update (yyyy/mm/dd) 2025/02/07	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (2)	Review and update the accessibility plan in consultation with persons with disabilities and an accessibility advisory committee (if one has been established).	<p>Determine if you need to establish an accessibility advisory committee. Is your organization a municipality with 10,000 residents or more?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If no, Your organization is not required to establish an accessibility advisory committee. However, if you are a municipality, you may choose to have one in place anyway and consult its members during your planning process.</p> <p><input type="checkbox"/> Consult with persons with disabilities and an accessibility advisory committee (if applicable) when reviewing and updating your accessibility plan. Consider documenting how you complete your consultations in your accessibility policies or in the annual status report for your multi-year accessibility plan.</p> <p><u>Learn more about how municipalities must work with accessibility advisory committees to identify and break down barriers for people with disabilities in their communities.</u></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 (3)	Prepare and post an annual status report on measures taken to implement the plan. Make the annual status report available in an accessible format upon request.	<p><input checked="" type="checkbox"/> Track the organization's progress in implementing the plan annually Last Annual Status Report 2023</p> <hr/> <p>See Annual Status Report template</p> <p><input checked="" type="checkbox"/> Ensure your organization's annual status report is posted online Website Link www.renfrewhosp.com</p> <hr/> <p><input checked="" type="checkbox"/> Communicate that the annual status report is available in alternate formats upon request</p> <p>Sample To request an alternate format of this annual status report, please contact [person/email/phone number].</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Designated Public Sector Annual Status Report Template

Renfrew Victoria Hospital

Annual Status Report

Name of Organization

Renfrew Victoria Hospital

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2024 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.renfrewhosp.com

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Human Resources

Email hr@renfrewhosp.com

Telephone number 613-432-4851 ext. 275

Accessibility Accomplishments in (year) 2024

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

· Successful completion of Accessibility audit (Winter 2023)

Doubled the size of the Assisted Living program, which means we are now able to provide more home care services in Renfrew, and now Cobden and Calabogie, to help people like seniors and those with complex medical conditions live in their homes for as long as possible.

Recognize National Accessibility Week in our hospital EDI calendar, to raise awareness about accessibility practices.

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

· Acquired accessible call bell (mouth/breath activated)

Special learning session provided to support patients and clients living with hearing loss and hearing impairment – provided directly as a result of regular patient feedback reviews, when we heard this as a point where we could improve.

1. ASL workshop - for staff and youth
2. Inclusivity workshops - topics were accessibility, equality and understanding of those living with disabilities
3. Webinar/Training called "what is Accessibility and how to break down barriers."
4. We had staff from the County of Renfrew - ODSP, Housing come do talks about services and programs for youth with disability and how to apply for assistance
5. Staff from FCS and the DSO sector came to discuss disabilities and funding and services for youth and when youth transition to adult services.

PFAC has reviewed the options in MyChart that patients/families can update on their own to indicate hearing or visual impairment etc for their care teams to see

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

· Updated information about accessibility shared on website

New signage in outbuilding includes Braille

Added an accessibility tool to provide visitors to the RVH website with a personalized web experience, to help them

customize the site to their specific needs. They will have the ability to adjust for visual impairment, changing colour contrasts or stopping animations, increasing font sizes etc.

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

HR team undergoing training to start incorporating more inclusive recruitment and hiring practices, to reduce barriers for people with disabilities.

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

new signage for van accessible spots

Installed a second hitching post for our patients who come via horse/carriage

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility.

Installed lever door handles on all doors in outbuilding

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

More training on inclusive recruitment and hiring practices

Renovating and updating ER