



# Riverside Health Care Annual Accessibility Status Report for 2013

## Customer Service Standard Regulation

- Riverside remained in compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service. Policies and procedures are in place for the use of service animals and support persons, notice of temporary disruptions, customer service training, and feedback processes. These documents are available to the public upon request.

## Integrated Accessibility Standard Regulation – General Requirements

- A multi-year accessibility plan has been posted on Riverside's website.
- Accessibility criteria and features are incorporated into goods, services or facilities when it is practicable to do so.
- Education on the Integrated Standard and the relevant sections of the Human Rights Code has been incorporated into corporate orientation and provided to all those that had previously received training in the Customer Service Standard.

## Integrated Accessibility Standard Regulation - Employment

- Workplace emergency management procedures are in place for employees that have identified a need for accommodation as a result of their disability.
- Accessibility is provided at all stages of the employment cycle.
- Accessible formats and communication supports are available to employees.
- Employees with disabilities are supported with documented individual accommodation plans and return to work processes where applicable.
- Accessibility needs of employees are considered in performance management, career development, and redeployment.

## Integrated Accessibility Standard Regulation – Information and Communication

- Feedback options have been enhanced with the implementation of an online feedback page on our website; our Concerns, Complaints and Compliments process will continue to address any accessibility issues identified.
- Any emergency procedures and plans that are made available to the public will be made available in an accessible format upon request.
- Our website and content conforms with WCAG 2.0 Level AA.

Barriers to accessibility that were identified in the 2013-2018 multi-year plan that have been addressed:

<b>Type of Barrier</b>	<b>Description and location</b>	<b>Strategy for Removal/Prevention</b>
Built/Physical Environment – approach to entryways	Winter snow and ice removal is a concern at all sites.	For pathways maintained by Riverside staff, the snow clearing policy has been reviewed and the routine has been altered (change in work hours, overtime approved). This will be monitored. When contractors or municipalities are involved they must be contacted and a process should be in place for addressing concerns.
Built/Physical Environment – approach to entryways	The sidewalks in front of Emo Health Centre and the back ambulance ramp require repairs to cracks in the cement.	The ramp and sidewalks have been repaired in Emo and Rainy River.
Built/Physical Environment – approach to entryways	The perimeter of the front entrance at LaVerendrye has an elevation of 1-7 inches. If someone is parked in front of the doors this is the only access and can't be managed by those with wheelchairs and walkers.	Appropriate signs were put in place.

<b>Type of Barrier</b>	<b>Description and location</b>	<b>Strategy for Removal/Prevention</b>
Built/Physical Environment – approach to entryways	The emergency ramp at LaVerendrye Hospital is steep and in poor condition, and can be slippery when it is raining or when ice forms.	Downspouts were re-routed to eliminate the water issue. Repaving and levelling was completed at a cost of \$20,000.
Built/Physical Environment – approach to entryways	The sidewalk along the handicapped parking at LaVerendrye Hospital is too narrow for wheelchairs and is often not clear: parked vehicles can cover some of the space, weeds and grass encroach in the summer, water and mud collect when it is raining, and ice and snow are an issue in winter.	The path was widened by 8” and is a priority for winter snow removal.
Built/Physical Environment – approach to entryways	The curb elevation at Rainycrest LTC is too high.	The curb was ground down and this barrier has been eliminated.
Built/Physical Environment – approach to entryways	The walkways at all supportive housing sites are obstructed by trees and shrubs.	The trimming of foliage has been completed.
Built/Physical Environment – approach to entryways	Uneven patio blocks at Front Street have created a tripping hazard.	Some have been replaced and this is an ongoing priority.
Built/Physical Environment - entry	Doors with traditional round knobs can be difficult to turn.	Knobs are replaced with levers as required.
Built/Physical Environment – entry	At Emo Health Centre the most convenient entrance for the cafeteria and Golden Age Manor must be locked and solutions implemented to allow access (door bell, telephone) have not been successful, requiring individuals to use an entrance at a greater distance.	The system currently in place meets LTC compliance standards.
Built/Physical Environment – entry	The double doors leading to the lab and dialysis at LaVerendrye Hospital close too quickly.	The timing was adjusted.

<b>Type of Barrier</b>	<b>Description and location</b>	<b>Strategy for Removal/Prevention</b>
Built/Physical Environment - entry	Some of the doors at Front Street are heavy and hard to open.	Operators have been installed on the identified doors.
Built/Physical Environment - entry	The automatic doors at Front Street are difficult to open when there is a power interruption.	Education of residents and staff regarding the safety of residents during power interruptions and any other emergency took place.
Information and Communication – signage	Handicapped parking spots are not clearly marked at LaVerendrye Hospital.	The signs have been re-painted and foliage has been cut back to expose signage.
Information and Communication – signage	Handicapped parking spots are not clearly marked at Rainycrest LTC.	The signs have been re-painted and foliage has been cut back to expose signage.
Built/Physical Environment	The second floor of the Community Health Services building is not accessible.	Practices are in place to provide service on the main floor. Funding for an elevator is requested annually.
Information and Communication	Individuals may not be able to communicate in English.	Dictionaries for Ojibway, Cree, and Oji-Cree have been provided to nursing units.