

## Riverside Health Care Annual Accessibility Status Report for 2020

### Customer Service Standard Regulation

- Riverside remained in compliance with the Ontario Regulation 191/11, Integrated 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.

Riverside has yet to develop a strategy to train volunteers in accessibility. It is acknowledged that we are not in compliance with this aspect of training which came into effect July 2016. There is a need to more clearly determine who are defined as volunteers across the corporation before we can coordinate the necessary and required accessibility training. With the turnover in health human resource functions and the recent reintroduction of a Communications role, we will be better aligned to ensure the coordination and delivery of a roll out plan to address training of our volunteers in accessibility in the near future.

### Integrated Accessibility Standard Regulation- General Requirements

- A multi-year (2019-24) accessibility plan is under development and will be available on Riversides 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 continue to be included during corporate orientation and provided to those that have had previous training in the Customer Service Standard. All training is now available through the Surge Learning modules.

### Integrated Accessibility Standard Regulation – Employment

- Workplace emergency procedures remain 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

- To address accessibility issues, the accessibility feedback form is available on line on the RHC website link at <http://www.riversidehealthcare.ca/accessibility>
- The Concerns, Complaints and Compliments feedback tool is also available and can be submitted in written format, electronically through email, or verbally by phone.
- 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 continues to conform to web content accessibility guidelines WCAG 2.0 level AA.

Barriers to accessibility that were identified within the 2013-18 multi-year plan that have been addressed or continue to be monitored, 2019-24 will follow a similar format.

<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.	Snow removal remains a high priority issue where paths and entryways are maintained in accordance with RHC snow removal policy  The Maintenance staff schedule has been reworked to provide more manpower on site for snow removal and cleanup.
Built/ Physical Environment – approach to entryways	The sidewalks at Eighth Street Low Income Housing Apartments require repairs to the sidewalk.	Extensive replacement work to the sidewalk was done this summer.
Built/ Physical Environment- accessible washrooms	Public and patient washrooms have been identified as inaccessible to some degree in most	Bathrooms are to code but items are being replaced with accessible hardware as they require replacement.

	<p>facilities.</p> <p>Common issues are: low toilets, high sinks, non-angled mirrors, baby change tables and limited floor space.</p>	<p>Future new renovations will meet the building code for accessibility</p>
Information and Communication	<p>The intercom is difficult to hear in some areas at LaVerendrye</p>	<p>Intercoms have been rewired and tested in Diagnostic Imaging.</p> <p>Intercom units have been added to the kitchen and other areas</p>
Built/ Physical Environment-hallways	<p>Unable to see traffic around corners and intersections</p>	<p>Mirrors have been placed at intersections to allow better traffic visualization.</p> <p>3 corner mirrors have been added in 2019</p>
Built/ Physical Environment-entryways	<p>Doors with traditional round knobs can be difficult to turn.</p>	<p>Doors with knobs are replaced with levers as needed.</p>
Built/ Physical Environment-entryway	<p>Front doors at Rainycrest and Laverendrye need repairs, sticking/or closing on people accessing or leaving building</p>	<p>Automatic doors have been replaced in the front entrance to Rainycrest and Laverendrye.</p>
Built/ Physical Environment-approach to entryways	<p>Uneven patio blocks at Front Street have created a tripping hazard.</p>	<p>Some blocks have been replaced. This is an ongoing issue due to frost heave and will be monitored yearly.</p> <p>Some parapatch has been applied to alleviate the tripping hazards</p>

New identified accessibility barriers and related initiatives for 2020

Exit signage at LVGH, Rainy River and Emo Health Centers have been upgraded to the “running man” symbol where previous language “EXIT” signs were stationed. This conforms to Ontario Building Code and transcends language barriers.

A newly renovated fully accessible shower stall was installed at Emo Health Center to accommodate wheelchair accessibility.

Handicap parking signage continues to be monitored at all sites. Foliage obstructing walkways continues to be monitored and cleared as needed. Handicap parking stalls have been repainted in 2019

Parking spaces have been made wider to improve accessibility

Barriers have been placed along walkways to prevent vehicles from parking too close to the walkway.

Flooring has been replaced in the dining room at at Rainycrest to reduce tripping hazards. Flooring is non slip, trip laminate commercial grade flooring

Patient lifts have been installed at all sites to improve access.