

## Annual Accessibility Status Report April 2021 – March 2022

### General Accomplishments:

- ✓ Ongoing reviewing and updating of temporary Wayfinding Signage posted during COVID-19
- ✓ Installed LED lighting on first floor

### Customer Service Accomplishments:

- ✓ Health Equity Committee reviewed and updated (Feb 2022) the Five Year Accessibility Plan
- ✓ Wheelchair accessible washroom and shower room renovated on Acute Care
- ✓ Installed a ceiling lift in room 121 & 122 for improved transfers for patients with disabilities
- ✓ Wheelchair accessible washroom renovated in Diagnostic Imaging
- ✓ Boogie board available for patient communication enhancement

### Information and Communication Accomplishments:

- ✓ Implemented QR code on Patient Feedback Surveys
- ✓ Added a “comment” line to patient feedback question “*Were there any barriers (physical, language, accessibility) that made it difficult to access services? (Comment if there were barriers)*”
- ✓ Monitor feedback based on Accessibility question on patient survey

### Training Accomplishments:

- ✓ Annual accessibility training at Brain Train
- ✓ Staff training on the ceiling lift was provided by vendor

### Employment Accomplishments:

Note: There were no accessibility requests for employment related standards

Procurement: Not applicable

Self-service Kiosks: Not applicable

Transportation: Not applicable

Design of Public Spaces: Not applicable

### **Next Steps:**

Health Equity Committee will review and update the Accessibility Plan in February 2023 to reflect accomplishments and new initiatives identified.