

ACCESSIBILITY PLAN 2023-2028

We make it possible.

OVERVIEW

- Runnymede Healthcare Centre (Runnymede) is committed to identifying and removing barriers.
- Barriers can impede an individual's ability to access our health services and/or to work or visit the hospital.
- Runnymede cultivates a quality improvement culture and promotes opportunities for improving accessibility.
- The 2023-2028 accessibility plan builds on the previous plan.
- The plan outlines the objectives and removal strategies for barriers guided by best practices and feedback from patients, staff, physicians, volunteers and visitors that was gathered by the annual accessibility survey.

STATEMENT OF COMMITMENT

- Runnymede is committed to treating all people in a way that allows them to maximize their dignity and independence.
- Runnymede believes in integration and equal opportunity.
- Runnymede is 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 (AODA) and the Integrated Accessibility Standards Regulation.

ACCESSIBILITY PLAN OBJECTIVES

- Describe how barriers are identified and chosen for inclusion in the plan.
- Outline the process to remove, prevent or reduce barriers to people with disabilities over the next 5 fiscal years 2023-2028
- Outline the process by which the status of each barrier will be reviewed and monitored.

BARRIER IDENTIFICATION

- Runnymede conducts a regular accessibility survey for patients, families, staff, physicians, volunteers and visitors to identify barriers.
- The 2021-2022 survey was provided in accessible formats (online, hardcopy and verbal) and distributed in the following ways to gather feedback:
 - Email
 - Face to face

2021/2022 ACCESSIBILITY SURVEY

- The survey was conducted in 2021/2022 to identify communication, policy & practice, physical, architectural, and technological barriers that may exist for people accessing programs and services at the hospital.
- **248** responses were received in total:
 - **231** Staff
 - **17** Patients/Family Members Family
- Over 215 (**86 %**) of respondents experienced no barriers while accessing the program and services at Runnymede Healthcare Centre.
- The results demonstrate the hospital's outstanding commitment to accessibility and ongoing quality improvement.

AREAS OF IMPROVEMENT

- Survey results were validated by subject matter experts who provided input on strategies to remove, prevent or mitigate the barriers going forward that are in line with the strategic directions and priorities of the hospital.
- Identified barriers and strategies for removal have been organized into the categories outlined below and prioritized:
 - Communication
 - Policy & practice
 - Physical, architectural
 - Technological

BARRIERS: PHYSICAL & ARCHITECTURAL

Barrier	Removal/Prevention	Responsibility	Update/Outcome
Parking	Explore ways to add disability parking for people with physical disabilities	Facilities	One Disability parking is available. More disability parking and staff parking will be available on completion of new LTC building.

BARRIER: COMMUNICATION

Barrier	Removal/Prevention	Responsibility	Update/Outcome
Language Barrier	Promote the availability of interpreter services	Communications, Patient Care & Human Resources	There are in-person interpreter services. Voice on Wheels real-time interpreter services have been implemented on the floors. Completed
	Promote the availability of Speech Language Pathology resources on iConnect	Allied Health, Communications	Several resources are illustrated via cue cards in many languages and is available at https://iconnect.runnymedehc.ca/en/departments-and-services/interpreter-services.aspx/ .

BARRIER: COMMUNICATION

Barrier	Removal/Prevention	Responsibility	Update/Outcome
Large Print	Lack of access to information in large print	Communications	Communications to review website for large font capabilities and to explore large font prints (18 point fonts or higher) for patient and family brochures.
Pocket Talkers	Create a formal process to track the availability of pocket talkers	Allied Health	A standard operating procedure is under review

BARRIER: TECHNOLOGY

Barrier	Removal/Prevention	Responsibility	Update/Outcome
Wi-Fi Connection	Research ways to improve internet connectivity	Information Services	Wifi Connectivity is doubled - Completed

REPORTING & COMMUNICATION

- Status reporting outlining the progress of the accessibility plan will be provided on an annual basis to the Organizational Management and Customer Service Committee, Organizational Effectiveness and Patient Safety Committee & Executive Advisory Committee.
- The plan will be reviewed on an annual basis by December 30 to ensure that it aligns with the strategic directions and priorities of the hospital and revisions will be made as necessary.
- The accessibility plan and status reports will also be made available on iConnect, iBoard and the website