

Accessibility Plan Update - 2008

Barrier	Barrier Type						Description	Strategy Identified to Correct/Prevent Barrier	Complete	On-Going	Pending	Status
	Physical	Architectural	Communication	Attitudinal	Technological	Policy/Practice						
Island at East Entrance		x					To improve access to the east entrance you must maneuver around the concrete island.	A walkway leading from parking lot to entrance needs to be created.	✓			Completed
Signage			x	x			Signage throughout the organization is not consistent, font is too small, no braille or symbols. Wheelchair access signs are not at the proper height.	Install appropriate signage		✓		Phase 1 of the organization's new signage program has been completed. The next phases are in planning stages and will be implemented as funding becomes available.
Parking Lot Signage		x					Handicapped signs on poles not installed	Installed - 2 in Emergency, 2 in CCC, 1 Employee parking lot		✓		6 additional poles will be completed in 2009
Railings		x					A number of hallways have bumpers that are used for railings.	Install appropriate colour railings and/or rest stations in all hallways.			✓	Will be implemented as funding becomes available.
Elevators		x					No Braille at button location on either side of the doors or on inside panel. No telephone for communication if elevator defaults. Location of communication hardware to be proper height and depth. Audible and visible floor indicators to identify elevators location.	All public elevators should have features to address accessibility.		✓		There are 5 elevators with access to all levels of the hospital. Are elevators are currently being updated 2 out of the 5 meet the current standards.
Lighting		x					Shadows appear in areas that lack sufficient lighting	Turn lights on and install proper lighting in affected areas.	✓			Completed
Doors		x					Most doors in the building have knob handles. Doors and frames should contrast with wall colour	As new doors are installed, lever handles are installed and the proper colours are being used.		✓		Ongoing - updated as renovations occur.
Teletypewriter (TTY) Location			x				A teletypewriter used to be located in Central Registry for hearing deficient clients	Purchase a new TTY for use throughout the hospital, centrally located.	✓			Completed

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Use of Interpreter for Hearing Impaired Clients			x			x	Use of an interpreter patients has sometimes been a challenge	Ensure policy is updated, posted and followed when an interpreter is needed				Policy has been updated and interpreters will be used as required.
Lack of Colour Differentiation		x					The use of paint to differentiate door frames, elevators, elevators in walls, stairs, signs and objects has been applied in some areas	Use paint, especially yellow, to differriate as indicated				Areas have been completed as part of the painting program. As renovations occur will continue to move forward.
Public Phone Booths			x				Phone booths are too narrow for wheelchairs access	Reconstruct phone booths on every floor to accommodate wheelchair	✓			Completed
Wheelchair Accessible Public Washrooms		x					Washrooms that indicate they are wheelchair accessible need minor repairs. In Emergenc, the door is equiped with a push button on the wall to open.	To ensure all standards of the wheelchair accessibility have been met		✓		Ground Floor /East Entrance: 1 accessible washroom Emerg/Ground Floor: 1 accessible washroom Ground Floor/ Rehab: 1 accessible washroom
Bluenote Café		x					Sharp edges and angles, location of monument, small print on menus, stability of advertising tools are some of the encountered in the Atrium areaobstacles	Rredesign as many asreas as resources allow			✓	Will improve area as funding becomes available.
Parking Lot in CCC		x					Both of the sidewalks from the parking lot is steep and has cracks, one is slanted. There is nothing to indicate differentiation in the elevations	Use yellow paint to differriate sidewalks	✓			Completed
Exit Lights		x					Some exit lights were not lit properly	Ensure all exit lights are properly lit	✓			Completed
Chapel is not Wheelchair		x					A pew at the back of the seating area could be removed to accommodate a wheelchair and a chair for a caregiver. Lights on pews illuminate for better access.	Remove pew and arrange for lighting to be installed	✓			Completed

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Customer Service Training						Any staff that are involved in customer service should be trained on the needs of the disabled.	Incorporate training that deals specifically with the needs of those that have a disability		✓		Will be implemented prior to January 2010