



Services de santé de Chapleau Health Services

Accessibility Status Report (Annual Plan)

May 2020 to April 2021

This publication is available on the hospital's website
www.sschs.ca
and in alternative formats upon request.

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1.0 Year: 2020-2021

2.0 Achievements Accomplished – Barriers Removed

Refer to Section 5.0 of the Accessibility Plan 2020-2022 for a list of the barriers that have been removed since the last Annual Report was published.

3.0 By-Laws, Policies, Programs, Practices and Services

The following by-laws, policies, programs, practices and services will be reviewed within the year:

- Transportation Services

4.0 Measures to Identify, Remove and Prevent Barriers

The barriers to be removed during fiscal year 2020-2021 are as follows:

Due Last Day Of...	Potential Action	Responsible
April	Include a placeholder on the capital construction list to ensure that new built space includes accessible washrooms.	Done
April	Include a placeholder on the capital list to retrofit patient rooms to include transfer poles that are firmly anchored to the floor.	Done
April	Build in processes to ensure that all facility renovation and redevelopment projects incorporate accessible design standards and considerations.	Done
April	Review Materials Management policies and document what is being done to ensure that accessibility design, criteria and features are considered when procuring and acquiring goods, services and facilities	Done
April	Review facilities planning processes and documentation to ensure that all facility renovation and redevelopment	Done

	projects incorporate accessible design standards and considerations.	
June	Explore replacing the phone at the emergency entrance with one that includes large buttons and, possibly, a speakerphone option.	Jean Louis - Done
August	Identify whether there are people in the community willing to serve as sign language interpreters on a volunteer basis.	Lindsay - On-going
August	Develop a reliable process to ensure that temporary service interruptions are posted clearly on the website.	Lindsay - Done
August	Review Human Resources policies about recruitment and hiring to ensure that the relevant Employment Standards are documented. (Integrated Accessibility Standards Sections 20-27)	Shannon – On-going (will be complete by 2020 calendar year end)
August	Review Occupational Health and Safety policies to ensure that the relevant Employment Standards are documented. (Integrated Accessibility Standards Sections 28-29)	Lindsay - Done
December	Ensure that website content conforms to WCAG 2.0 Level A criteria now and Level AA by January 1, 2021.	Lindsay
December	Review the content included on the website and social media, to determine if there are other patient-facing documents that could be included.	Lindsay
December	Offer to have patients call ahead when they anticipate issues with access to the building or services, in order that someone can help them.	Lindsay - Done
December	Add web content to explain locations of barrier free washrooms.	Lindsay - Done
March	Develop standards for way finding signage to ensure consistency, good locations, and that it has been designed with high contrast, primary colours and clear fonts, for readability. Incorporate into the Patient Safety Plan.	Randi

March	Ensure that patient-facing material is readily available in alternative accessible formats. e.g Bill of Rights, patient education material, brochures and pamphlets. This will be incorporated into the Patient Safety Plan. A process will be developed whereby the Communications Coordinator will be involved in the review of all patient-facing material.	Randi
March	Contact select organizations representing people with disabilities, to request information from them about the needs of the people that they serve.	Lindsay
March	Review Transportation Service against applicable standards (Integrated Accessibility Standards, Part IV). This will be done as part of the Patient Safety Plan.	Randi