

Accessibility Plan Update December 2025

Policies & Procedures

- **Develop Employee Accessibility Policies in written form and make available to all staff**

2025: MRHA Policies were reviewed. No updates were required.

2023 Update: Reviewed and updated in February 2022. AGH Audited in February of 2023, CPDMH Audited in February 2022 and both received notice of compliance.

2021 Update: Reviewed in December 2021 and posted on Common Drive and Website Available in Alternative Formats - upon request

Review and Update Accessibility Plan - Multi-Year

- **Accessibility Plan in consultation with persons with disabilities and AAC (Accessibility Advisory Committee) if established**

2025 Update: Reviewed at Emergency Preparedness & Accessibility Committee (EPAS) meeting.

2023 Update: Ongoing. We do not have a separate AAC but the Patient & Family Advisory Committee, which has members with disabilities, reviewed the Multi-Year Plan in 2023.

Starting in January 2024 Accessibility will be a standing agenda item on the Emergency Preparedness & Accessibility Committee (EPAS).

2021 Update: Ongoing. We do not have an AAC but do have a Patient & Family Advisory Committee who were provided with the 2023-2027 Plan for review. This Committee has members with accessibility needs.

- **Accessibility Plans with annual updates - Post to website**

2025 Update: Plan updated in December 2025 and posted on website.

2024 Update: Plan updated in December 2024 and posted on website.

2023 Update: Plan updated in December 2023 and posted on website.

2022 Update: Plan updated in December 2022 and posted on website.

2021 Update: Plan updated in December 2021 and posted on website.

- **Provide in alternative format upon request (Available upon request)**

2025, 2023 and 2021 Update: Available upon request

- **Review Multi-Year Plan every 5 years**

2023 Update: Plan updated and reviewed in January 2023 and posted on website. Next review in 2028.

2021 Update: Reviewed in November 2017. Next review in January 2023.

Notice of Temporary Disruptions

- **The Hospital will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities**

2025 Update:

AGH: Disruptions in service to the Emergency Department and the Diagnostic Services Department occurred in 2025. Memos were released to staff and notices posted on our website and on social media.

Press release regarding the Emergency Department closure was posted on the website and sent to local media including social media accounts.

CPDMH: Disruptions in service to the Diagnostic Services Department occurred in 2025. Memos were released to staff and notices posted on our website and on social media.

2024 Update:

Disruptions in service to the Emergency Department and the Diagnostic Services Department occurred in 2024. Memos were released to staff and notices posted on our website. Press releases regarding Emergency Department closures were posted on the website and sent to local media including social media accounts.

2023 Update:

AGH: Disruptions in service to the Emergency Department occurred in 2022 and 2023. Signs were posted on Hospital grounds and doors. Press releases were posted on the website and sent to local media including social media accounts.

Disruptions in service to the Obstetrics Department occurred in 2022 and 2023. Memos were sent internally and externally to surrounding Hospitals.

2023 Update:

CPDMH: Disruptions in service to the Emergency Department occurred in 2022 and 2023. Signs were posted on Hospital grounds and doors. Press releases were posted on the website and sent to local media including social media accounts.

2021 Update:

There were no disruptions to services in the last 2 years.

Accessible Websites

- **All new internet websites and new web content on those sites conform to WCAG 2.0, level A**

2025 Update: Ongoing updates to the MRHA website ensuring content is in compliance with WCAG 2.0

2024 Update: Extensive work continued on the new MRHA website. Work with Consultant to ensure compliance with Accessibility standards were met. Go-live date was October 30, 2024.

2023 Update: Extensive work is being done to launch an integrated MRHA website (CPDMH & AGH/FVM/LCPS). Researching, developing and writing the new website to ensure tools are available to make it easier for patients and families to find information about both hospitals, a new, more accessible architecture with plain language writing and accessible on different types of media (computer vs phone). Foundation Executive Director, both Boards of Directors, Patient & Family Advisory Committee and Fairview Manor Family Council have been provided with a demo. Launch date is expected in 2024.

2021 Update:

AGH: In January of 2019 Almonte General Hospital/Fairview Manor launched a new website. The company that was hired to develop the website was Blue Lemon Media Inc. Within the proposal from Blue Lemon they assured that the Web Content will adhere to the Accessibility Guidelines (WCAG 2.0 Level A).

AGH/FVM has two employees who manage the content on the website and ensure that PDFs posted are compliant as well as the inclusion of alternative text for any non-text-based content or media such as but not limited to audio tracks or video tracks. Training prior to content migration and post go live has been completed.

A new MRHA website is currently being re-designed by Blue Lemon Inc. Completion is not expected until March 2023 at which time the Hospital's PFAC and Long-Term Care Home's Resident and Family Counsel's will have an opportunity to provide feedback before the site is launched.

Training

- **Provide training on the requirements of the accessibility standards as it pertains to persons with disabilities to all employees, students & volunteers, those providing goods or services on behalf of organization.**

2025 Update: MRHA new employees and MRHA Medical Staff continue to be assigned the accessibility training requirements upon hire/credentialing.

2024 Update: MRHA new employees and MRHA Medical Staff continue to be assigned the accessibility training requirements upon hire/credentialing.

2023 Update:

AGH: Audited in February 2023 and received notice of compliance. Medical Staff have been added to the organization's Learning Module System and complete education requirements online.

CPDMH: Audited in February 2022 and received notice of compliance. Medical Staff have been added to the organization's Learning Module System and complete education requirements online.

2021 Update:

AGH: Ongoing. MRHA Medical Staff, new employees and volunteers complete the training on the Corporation's Learning Management System as part of Credentialing requirements and Corporate Orientation.

CPDMH: Ongoing. Medical Staff are provided with the on-line course sponsored by the Ministry of Community and Social Services. New employees and volunteers complete the training as part of Corporate Orientation.

Reducing Barriers to Accessibility

The following improvements have been made to the physical environment to help reduce barriers to accessibility:

2025 Update:

AGH:

Wayfinding improvements at AGH continues to be discussed at various committees.

- Cracks and holes were identified on the walkway leading to AGH Entrance D and were repaired.
- Occupational Health and Safety along with members of the Parking Committee have devised a plan for parking in Lot 3 for those that need accommodation for parking and or have an accessible permit.
- Lines in Parking Lots 1, 2 and 3 have been repainted and additional parking spots have been added.
- Front of AGH Hospital a crosswalk has been painted across the laneway leading to Entrance C to ensure vehicles are not blocking the entrance way.

The MRHA continues to be aware of any barriers that may arise. Ongoing list of improvements include:

- Installation of lights that turn on automatically in the bathrooms. This feature would be beneficial for people with physical and vision impairments, as well as safety for all.
- AGH ultrasound patients waiting area is now located in the front lobby and would be beneficial to have a volunteer direct traffic and help with patient flow. A Registration clerk in the front lobby would also be beneficial so that patients did not need to go into the Emergency Department to register and then back outside to enter Ultrasound waiting area.
- Leveling out concrete on pathways to reduce tripping hazards
- More signage in all locations at all sites.
- Accessibility automatic door button for the morgue has been submitted as a capital request

2024 Update:**AGH:**

- Visitor washrooms on the main floor of FVM have been made accessible with an automatic door opener.
- Upright accessible parking signs added to the accessible parking spots outside the Octagon Room in addition to painted signs on the pavement (which is unnoticeable in the winter).

CPDMH:

- A call bell has been installed in the Diagnostic Imaging Department beside the chest stand to enhance patient care and safety.
- Curbs in the back parking lot where a visibility issue so curbs were painted yellow
- CPDMH Diagnostic Imaging Department moved the shred it box to the hallway, to widen the opening to the waiting room.
- CPDMH: New parking signs have been installed in front of the hospital and a crosswalk painted across the laneway leading to the graded down curb to ensure vehicles are not blocking the entrance way.

2023 Update:**AGH**

- Created a new Short Stay Program Welcome Letter ensuring it is Senior Friendly i.e. Black on White paper for contrast and 14-point font.
- In re-designing an office to relocate ultrasound, a new door has been fitted to ensure it can accommodate wheelchair-width
- Crosswalk lines leading to the parking lot were repainted to ensure maximum visibility
- Improved lighting in the Obstetrics Operating Room, Labour Room, and hallway bathroom.
- Installed support bar in the bathroom on the lower level in the admin wing
- Improved lighting in Health Records Department
- Repair work to the triage door in the Emergency Department to fix the automatic door opener
- LCPS purchased standard ergonomic office supplies such as padded rests, monitor stands, and ergonomic mouse/keyboard. Also, a rearranging of supplies storage for easier access

CPDMH:

- Stand up desk for Booking Department with a second one on order
- Ergo dynamic chair for the pharmacist desk
- Voyce Translation services implemented providing access to a live translator in any language.
- Standardized process implemented for maintenance of wheelchairs
- Ongoing. We continue to be aware of any barriers that may arise.

2022 Update:**AGH:**

- Pharmacy purchased a specialized mouse to help a pharmacy technician with wrist arthritis.
- First Response Communication Book provided to the Emergency Department, Fairview Manor, Medical Surgical Unit, Physiotherapy Department and Diagnostic Services Department. This book is designed to help responders to medical emergencies ask

questions and understand responses from people for whom communication is difficult. The responder can point to the symbols to add meaning to any questions or statements to the patient. The patient can also respond by pointing to symbols.

- Purchased 2 large button phones for the visually challenged
- Newly purchased beds on the medical surgical unit have a setting to lower the beds closer to the floor and a night light to help with vision
- Leaving all 3 light banks on in the main lobby, rather than turning two of them off in the evening. This will result in improved lighting enroute to medical surgical, CCC and OB units and in hallway outside lobby bathroom. It has implications for falls risk, especially for visitors/ essential caregivers with visual impairment/ seniors.
- Began keeping the Day Hospital door closed as a matter of practice. Signage has been posted on it to assist patients with wayfinding physiotherapy and day surgery waiting room areas.

2021 Update:

AGH:

- Enlarged letters (A, B, C) above all entrances to ease access and way finding onsite.
- 2020: Purchased 3 bariatric chairs and 3 high hip chairs, one for physiotherapy, main lobby and emergency at AGH. They pull beds to inpatient units when needed.
- 2020: Purchased a bariatric wheelchair and bariatric commode for the Medical Surgical Unit.
- 2020: The wheelchair ramp into the side door of the Octagon Room – 95 Spring Street was improved.
- 2020: Increased the number of bariatric chairs for Physio and front lobby waiting rooms

CPDMH:

- Accessible parking lines were repainted in 2020 on the front ramp of the Hospital – plan for Spring of 2022 is to repaint the lines in the Hospital parking lots
- In addition to the accessible door openers on the ground floor public washroom, one in the basement of the Hospital, back entrance ramp door, the door to Registration and the door to the Emergency Department, CPDMH has installed two new touchless operators for the Hospital's front entrance doors in 2021.
- A larger CPDMH sign facing the road traffic was replaced in 2021
- Railings were added to the front entrance of the hospital along the accessible parking spots
- Railing was added to the back Staff entrance
- Ongoing. We continue to be aware of any barriers that may arise.

Design of Public Spaces

Construction of new or redevelopment of the following:

2025 Update:

AGH: Ambulatory Care: Moved clinics from the AGH Emergency Department to 95 Spring Street building (shared building with the Ottawa Valley Family Health Team). Support Staff in place to check patients in and way-find.

CPDMH: Emergency Department: New Building officially opened to the public on January 29, 2025. Letter of Attestation for Accessibility provided to the Ministry to support Stage 3.2 Sketch Plan Report for the New ED Capital Project. Letter attests that the Stage 3.2 planning is in compliance with the planning and design parameters for accessibility set in the CSA Z8000-18 for Canadian Health Care Facilities that are applicable to the Stage 3.2 planning phase.

2024 Update:

AGH: Ultrasound Department moved to new location. Signage was posted and information provided on the MRHA Website. Chairs were added to the waiting area in main lobby.

2023 Update:

AGH: Waiting Areas

- Reallocated space for additional waiting room for day surgery patients and families was created in 2020 during COVID to separate from Emergency and COVID patients in response to Ministry requirements.

CPDMH:

Waiting Areas

- A new waiting room area for day surgery patients and families was created in 2022 during COVID to separate from Emergency and COVID patients

Outdoor Public Eating Areas

- The outdoor patio area was removed and reconstructed into a parking lot. A new patio will be built in 2024 once the New Emergency Department is completed.

Exterior Paths of Travel (including ramps and stairs)

- Walkway/patio from Mobile Unit to side entrance of Hospital was replaced to ensure even ground and replaced the steps and handrail leading up to front of Hospital.

Off-Street Parking

- Two new parking lots are in the process of being created in conjunction with the new Emergency Department build. These new parking lots will include five accessibility parking spaces with accessible path to the new Emergency Department entrance. Completion expected in 2024.
- Temporary off-site parking at the local Arena was provided during temporary closures of the current parking lots.

2020 Update:

AGH: Exterior Paths of Travel (including ramps and stairs)

- The wheelchair ramp into the side door of the Octagon Room – 95 Spring Street was improved.