



# **Multi-Year Accessibility Plan**

**Status Update**

June 2021

<b>Proposed Strategies to Enhance Accessibility</b>	<b>Status</b>	<b>Comments</b>
Explore partnerships with community agencies that would provide various resources and supports to our patients with disabilities (e.g. Wellspring for driving services for our cancer patients that are not able to drive)	In Progress	In partnership with CNIB, Halton Healthcare has launched a new innovative wayfinding system called BlindSquare at its Oakville Trafalgar Memorial Hospital. This new technology creates a more accessible experience by ensuring that individuals with sight loss can navigate the hospital safely and independently. The Wellspring Partnership was fully executed in the Spring of 2019. Other partnerships are being pursued
Ensure American Sign Language (ASL) interpretation is available to all patients when requested	Complete	Remote video ASL interpretation is available through Language Line, and in-person ASL interpreters are welcome to accompany patients and families where requested
Establish and educate staff on “teach back” protocols that address the unique challenges of those with invisible disabilities, to ensure that the information we are sharing with the patients and families is understood	In Progress	This work will be ongoing as we continuously bring on new staff
Increase the volume of the audible signal of the parking garage elevators, and investigate the feasibility of in-car oral enunciator	Deferred	
Install a push button door opener on the OTMH Volunteer Services door	On hold	
Install a push button door opener on the OTMH Breast Feeding Clinic door	Complete	
Install skid prevention on the OTMH Food Court ramp	Deferred	Feedback and incidents related to the ramp are monitored. Because there have been no reported incidents and no feedback, this item has been deferred. It will be reconsidered if the need arises
Install grab bars in the OTMH and MDH Diagnostic Imaging areas	On Hold	
Ensure availability of call bells for people with limited manual dexterity/paralysis	Complete	Available as required
Increase availability of adjustable height commode chairs	Complete	Available as required

Have mobility devices (stretchers/wheel chairs) available on level 0 OTMH and MDH for use in the event of a code	Complete	
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