



Multi-Year Equity & Accessibility Integrated Work Plan 2020-2022

Category/Standard	Opportunity	Action and Accountability	Complete	On-Going / In	Pending	Not Yet Started	Timeline	Status or photo of improvement
2020-22* ACTIONS IDENTIFIED FOR IMPROVEMENT BY PATIENT/STAFF FEEDBACK, LEGISLATION/POLICY CHANGE, AND BUILDING REQUIREMENTS (Two-year plan due to COVID-19 pandemic)								
1. Accessibility Multi-Year Plan	a. Review of legislation and regulation. Update multi-year plan and post on website.	V. Nelson A. Carvalho				✓	Annually	
	b. Provide input into the Health Care Accessibility Standard	V. Nelson					Q2	
2. Built Environment	a. Replace Rotunda sliding doors with input from this committee.	V. Tavaszi	✓				Q4	<p>Before:</p>  <p>View when standing outside looking in</p> <p>After:</p>

								
	b. Review ED Audit and develop plan to implement recommendations.	V. Tavaszi K. Kydd			✓		Q3	<p>The main takeaways from the audit were:</p> <ul style="list-style-type: none"> a. items blocking handrails, b. too many signs are posted which cause confusion, c. entrance and triage process are not clear, d. triage enclosure is not accessible, and e. font on the waiting room monitor is not accessible. <p>Next Steps: review audit report and develop implementation plan pending the pandemic.</p>
	c. Complete a SUMMER audit on the hospital grounds including parking area and entrances.	V. Tavaszi D. Smith PEP						
	d. Complete a WINTER audit on the hospital grounds including parking area and entrances.	V. Tavaszi R. Young T. Robinson PEP						
3. Customer Service	a. Quarterly review of response to the hospital survey question: <i>During your hospital stay, did you experience any of the following accessibility barriers?</i>	V. Nelson L. Jarrett			✓		Quarterly	

	b. NR Picker survey question review. (Patient feedback Dec 9 & 18, 2019).	V. Nelson		✓		Quarterly	<ul style="list-style-type: none"> Assess current survey length and format considering an online option. Concern was raised regarding the relevance of asking patient's ethnic background. Committee to review the relevance of this question. <p>This process is currently up for tender provincially.</p>
	c. Annual audit of accessible devices.	E. Bruce A. Ninan W. Lavigne				Q4	<ul style="list-style-type: none"> To audit of bariatric mobility aids and chairs. To audit bathrooms on medical middle looking at radiators and toilet heights specifically (result of patient feedback). To audit toilet seats in CCP 1&2 including for colour (black/white) and lifting devices/raisers
	d. Annual review of usage and data from the Interpreter Services program.	K. Kydd	✓			Q1	Data provided for review and feedback on program.
4. Customer Service & Feedback	a. Quarterly review of Accessibility Scorecard including reviewing trends from the RL6 Feedback software on concerns, compliments, PEP Rounding and general feedback.	V. Nelson L. Jarrett		✓		Quarterly	Last fiscal's data presented.
	b. Annual survey for physicians during credentialing aligned with the NR Picker Patient Survey.	D. Ellis L. Jarrett		✓		Annually	Survey included in the credentialing process in October by the Medical Staff Office. <i>While work at the hospital, did you experience any of the following accessibility barriers?</i>
	c. Present next year's Accessibility Multi-Year Plan to various committees seeking feedback.	V. Nelson		✓		Q3	
5. Employment Standards	a. Review and update employment documents.	K. Kydd		✓		Q4	Diversity policy recently updated.
6. Customer Service, Human Rights, Mental Health, Attitudinal Barriers	a. Bring awareness to Mental Health (Oct 10) and Human Rights (Dec 10) education by providing awareness of its availability on their designated days.	M. Coombs K. Kydd				Q3	<ul style="list-style-type: none"> Monday Reports and social media as tools to convey messaging. Develop list of key dates to celebrate.

	<p>b. Equity & Accessibility Steering Committee members to provide recommendation on potential audiences and next steps regarding: Lindsay District Chamber of Commerce (LDCC) courses related to diversity and cultural training:</p> <ul style="list-style-type: none"> • Unconscious Bias in the Workplace • Respect and Inclusion in the Workplace • Canadian Indigenous Training – Truth and Reconciliation edition • LGBT+ Diversity and Inclusion Training for Workplaces 	<p>V. Nelson D. Smith</p>		✓		Q4	
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