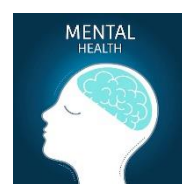




ACCESSIBILITY PLAN

MICs Group of Health Services

2023 – 2028



Prepared by
The MICs Group of Health Services

The MICs Group of Health Services is committed to:

- ensuring equal access and participation for people with disabilities to facilities, policies, programs, practices and services for patients/residents and their family members, staff, health care practitioners, volunteers and members of the community
- treating people with disabilities in a way that allows them to maintain their dignity and independence
- meeting the needs of people with disabilities in a timely manner
- removing and preventing barriers to accessibility
- meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws
- including people with disabilities in the development and review of its annual accessibility plans
- ensuring MICs by-laws and policies are consistent with the principles of accessibility
- having the Accessibility Plan reviewed by the Patient Family Advisory Committee every five years

EMPLOYMENT

MICs will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

MICs will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

CUSTOMER SERVICE POLICY

1. Policy Application

This policy applies to the MICs Group of Health Services Team Members who deal with the public or other third parties as well as persons involved in developing MICs policies, procedures and practices pertaining to the provision of goods and services to the public or other third parties, whether they do so as employees, volunteers, agents or otherwise.

2. Definitions

The AODA and Ontario Regulation 191/11 contain and refer to various definitions that are relevant to this policy, some of which are set out below.

- a) **assistive device** means any device that is designed, made or adapted to assist a person perform a particular task and may include, but is not limited to, wheelchairs, reading machines, recording machines, hearing devices and devices for grasping.
- b) **barrier** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice ("obstacle").

- c) **disability** means:
 - i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
 - ii) a condition of mental impairment or a developmental disability
 - iii) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
 - iv) a mental disorder or
 - v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* (“handicap”)
- d) **guide dog** means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (*Blind Persons’ Rights Act 1990 s1 (1)*)
- e) **service animal** means an animal acting as a service animal for a person with a disability
 - i) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability or
 - ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability
- f) **support person** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

3. Policy Principles

In keeping with the principles set out in the AODA, the MICs Group of Health Services is committed to providing respectful services that focus on the unique needs of each individual.

To achieve this, the MICs Group of Health Services shall make reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the guiding principles as set out in Ontario Regulation 191/11.

4. Information and Communications

The MICs Group of Health Services supports an accessible Ontario where the independence and integration of those with disabilities is promoted. When communicating with a person with a disability, individuals working for the MICs Group of Health Services shall do so in a manner that takes into account the person’s disability and will make reasonable efforts to have the person with a disability understand both the content and intent of its communications. When asked, MICs will provide information about its organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

5. Use of Assistive Devices

The MICs Group of Health Services is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The MICs Group of Health Services will ensure that staff is trained on or about the assistive devices that may be made available by the MICs Group of Health Services. MICs is aware that persons with disabilities may use their own assistive devices to access the MICs Group of Health Services goods and services.

6. Use of Service Animals

The MICs Group of Health Services is committed to welcoming people with disabilities and their service animals on the parts of our premises that are open to the public and other third parties and will permit the person to keep the service animal with them as per the MICs Group of Health Services' "Pet Visitation/Service Animals" policy (ADM-870).

7. Use of Support Persons

The MICs Group of Health Services is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the MICs Group of Health Services premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on MICs Group of Health Services premises.

8. Notice of Temporary Disruptions in Services or Facilities

The MICs Group of Health Services 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. The notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice may be given by posting the information at a conspicuous place on premises owned or operated by the MICs Group of Health Services, by posting it on the MICs Group of Health Services website, if any, or by such other method as is reasonable in the circumstances.

9. Training

MICs is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

The MICs Group of Health Services will ensure appropriate levels of training on accessibility as it relates to all employees, volunteers, students, agents and others who deal with the public or other third parties on behalf of the MICs Group of Health Services as well as those who are involved in the development and approvals of policies, practices and procedures dealing with the provision of goods and services to the public or other third parties. This will be done annually.

10. Feedback Process

The ultimate goal of the MICs Group of Health Services is to meet customer expectations while serving customers with disabilities. Comments on the MICs Group of Health Services' services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the MICs Group of Health Services provides goods and services to people with disabilities can be made in person, by telephone, in writing by email or other reasonable methods. Complaints will be addressed according to complaints categories already established in the MICs Group of Health Services Feedback System.

11. Availability of the Accessible Customer Documents

The MICs Group of Health Services shall prepare any additional documents describing its policies, practices and procedures as may be required by Ontario Regulation 191/11 and, upon request, shall give a copy of such documents to any person. Further, the MICs Group of Health Services shall notify persons to whom it provides goods and services that the documents required under Ontario Regulation 191/11 are available upon request.

The MICs Group of Health Services shall give the person the documents, or the information contained in the documents described above, in a format that takes into account the person's disability.

12. Modifications to This or Other Policies

The MICs Group of Health Services is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

Therefore, no changes will be made to this policy before considering the impact on people with disabilities. The MICs Group of Health Services will consider the modification or removal of any policies that do not respect and promote the dignity and independence of people with disabilities on an ongoing basis.

PROCUREMENT OF GOODS AND SERVICES INCLUDING THE USE OF ASSISTIVE DEVICES PROCEDURE

1. Procedures and Practices for the Procurement of Goods and Services to Clients and Customers with Disabilities including the Use of Assistive Devices

The MICs Group of Health Services is committed to making reasonable efforts to accommodate persons with disabilities in accordance with the following principles:

- a) dignity
- b) independence
- c) integration, except when alternate measures are necessary to meet the needs of people with disabilities, and
- d) equal opportunity (s.80.46 (2), Ontario Regulation 191/11)

The MICs Group of Health Services will establish procedures and practices pertaining to the need to accommodate persons with disabilities so that they are able to access the MICs Group of Health Services' goods and services.

MICs will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

When communicating with a person with a disability, the MICs Group of Health Services will do so in a manner that takes into account their disability and staff will demonstrate awareness of how to interact with persons who require the assistance of support persons, service animals and assistive devices.

2. Accommodating Clients with Disabilities

In most situations, the customer should initiate a request for accommodation including the need for an assistive device to the MICs Group of Health Services staff. Staff will be pleased to work with the customer to provide a suitable form of assistance.

Where staff is aware of a person's need for assistance in accessing goods and services, staff will inform persons with disabilities of the accommodations and/or the assistive devices the MICs Group of Health Services makes available to persons with disabilities.

3. Accommodation

Accommodation often involves simple or informal forms of assistance that staff can provide quickly and easily. For example, staff may offer to fill out a form for a person who finds it difficult to grip a pen.

In some instances, more formal accommodation may be requested. Formal accommodation, such as a sign language interpreter, may require pre-planning. Some requests for accommodation will be uncertain and require assessment to determine the best accommodation to allow the client or customer to access services. Such accommodation may require pre-planning by staff and management and/or the approval of expenses.

4. Management Responsibilities

Managers or their delegates will:

- a) either approve, deny, research and/or approve the accommodation request
- b) ensure the accommodation has been arranged for the client
- c) make certain the customer is kept informed of the status of their request in a timely manner

5. The Use of Assistive Devices by Persons with Disabilities

Persons who require the use of an assistive device will be permitted to keep their device with them while accessing the MICs Group of Health Services goods and services unless the health and safety of the client or others is at risk or where there is a risk of damage to any person or property.

Persons using assistive devices are expected to operate the device in a controlled manner at all times.

If the device cannot stay with the person or if the person is not permitted to use the device, the MICs Group of Health Services will make certain that other means of accommodation are available to the customer.

6. Disagreements about the Use of Assistive Devices and Accommodation Decisions

In the event that staff and clients or customers disagree about the use of assistive devices or accommodation decisions, staff will follow the Feedback System and Complaint Procedure.

7. Storing and Releasing Accommodation Records

Accommodation records containing information about a particular client or other customer will be subject to the confidentiality restrictions of the Personal Health Information Protection Act (PHIPA).

8. Service Providers and Others Providing Services on Behalf of the MICs Group of Health Services

Service Providers and others providing services on behalf of the MICs Group of Health Services will adhere to these procedures and practices.

9. Review of these Procedures and Practices

These procedures and practices will be reviewed annually and in accordance with legislation.

10. Modification of these Procedures and Practices

No changes will be made to these procedures and practices before considering the effect on persons with disabilities and on consistency with legislation.

NOTICE OF TEMPORARY DISRUPTION IN SERVICES AND FACILITIES PROCEDURE

1. Procedures and Practices for Providing Notice of Planned and Unexpected Temporary Disruptions in Services and Facilities

On occasion, some services and facilities usually used by persons with disabilities to access the MICs Group of Health Services' goods and services may not be available due to temporary disruptions.

For example, ramps, escalators or elevators may be unavailable due to routine maintenance; ramps may be blocked because of construction or accessible washrooms may be unavailable because of repairs.

The MICs Group of Health Services understands that people with disabilities may go to considerable effort to access goods and services. In the event that a service or facility that is usually used by people with disabilities to access the MICs Group of Health Services goods and services is temporarily unavailable, notice of the disruption will be provided.

The MICs Group of Health Services will provide advanced notification of a planned disruption. When a disruption occurs unexpectedly, notice will be provided as soon as reasonably possible. The Building Maintenance Manager is responsible for facility-related disruptions and the Patient Care Manager or designate is responsible for direct client service related disruptions.

In the event of new construction or redevelopment of a public space, the hospital will meet the requirements of the Design of Public Spaces.

2. Content of Notices

Notices will contain the following information: the reason for the disruption, its expected duration and alternative facilities or services if they exist.

3. Posting, Clarity and Placement of Notices

The MICs Group of Health Services may provide notice of the disruption by posting information in a conspicuous place on the premises owned or operated by MICs, on the MICs Group of Health Services website or by other methods that are reasonable in the circumstances.

Visual notices will be provided in large clear print using contrasting colours between the text and background.

The format and placement of notices will consider the types of disabilities of persons who use the disrupted service or facility.

Example - notices by elevators used by persons in wheelchairs will not be placed so high that they are above the line of vision of persons using wheelchairs but not so low that they are missed by others; approximately 4 feet is good for most people.

4. Responsibilities for Providing Notice of Planned and Unexpected Temporary Disruptions

Staff responsible for the facility or service experiencing the disruption or their delegate will:

- a) determine the reasons for the disruption
- b) determine the expected duration of the disruption
- c) identify alternative services or facilities, if any, that may be used to access the MICs Group of Health Services goods and services
- d) provide notice of the disruption in an appropriate format and location
- e) provide notice of unexpected disruptions as soon as reasonably possible and
- f) determine when notice of planned disruptions will be provided

5. Agents and Others Providing Services on Behalf of MICs

Agents and others providing services on behalf of the MICs Group of Health Services will abide by these procedures and practices.

6. Review of these Procedures and Practices

These procedures and practices will be reviewed annually and in accordance with legislation.

7. Modifications to these Procedures and Practices

No changes will be made to these procedures and practices before considering the effect on persons with disabilities and on consistency with legislation.

TRAINING

MICs is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

The MICs Group of Health Services will ensure appropriate levels of training on accessibility as it relates to all employees, volunteers, students, agents and others who deal with the public or other third parties on behalf of the MICs Group of Health Services as well as those who are involved in the development and approvals of policies, practices and procedures dealing with the provision of goods and services to the public or other third parties.

- a) This training will be provided to all staff as soon as practicable and in keeping with the requirements of Ontario Regulation 191/11.
- b) Records of training will be kept that include the dates on which training occurred and the number of persons trained.
- c) Training will include the following topics:
 - i) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
 - ii) The requirements of the Accessibility Standards for Customer Service
 - iii) How to interact and communicate with people with various types of disabilities
 - iv) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - v) How to use the assistive devices available at the MICs Group of Health Services facilities and otherwise made available by the MICs Group of Health Services for persons with disabilities
 - vi) What to do if a person with a disability is having difficulty in accessing the MICs Group of Health Services goods and services
 - vii) The MICs Group of Health Services policies, practices and procedures relating to the provision of goods and services to the public and other third parties.
- d) Staff will also be trained on an ongoing basis when changes are made to policies, practices and procedures dealing with the provision of goods and services to the public and other third parties.

USE OF SUPPORT PERSONS BY PERSONS WITH DISABILITIES PROCEDURE

1. Use of Support Persons

Support persons may be a family member, friend or a trained professional. They provide a wide range of assistance to persons with disabilities including but not limited to assistance with communication, personal care and assistance accessing goods and services.

If a person with a disability is accompanied by a support person, the MICs Group of Health Services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to their support person while on the premises.

The MICs Group of Health Services may require a person with a disability to be accompanied by a support person where the MICs Group of Health Services provides its goods and services on property that it owns and operates. The MICs Group of Health Services may require this if it is deemed necessary to protect the health and safety of the person with the disability or the health and safety of others on the premises. This would occur after consultation with the person with the disability.

The MICs Group of Health Services will refer to its procedures for determining a person's need for a support person for health and safety reasons.

Even though the MICs Group of Health Services typically does not charge fees in relation to a support person's presence on MICs premises, the MICs Group of Health Services will provide advanced notice in the event a fee is ever charged. Advanced notice will be given where information about fees are typically provided.

2. Dealing with Confidential Matters in the Presence of Support Persons

In some cases, a support person may have to agree to rules or requirements that are specific to the kinds of goods or services that the MICs Group of Health Services provides.

Where confidentiality is important because of the kinds of information discussed, the MICs Group of Health Services must obtain the consent of the client and may require the support person to sign a confidentiality agreement. As an option, in some situations it may be suitable for a support person to wait in a separate area while a client's confidential matters are addressed.

The client's confidential information will be subject to the Personal Health Information Protection Act (PHIPA).

3. Service Providers and Others Providing Services on Behalf of the MICs Group of Health Services

Service providers and others providing goods and services on behalf of the MICs Group of Health Services will adhere to these procedures and practices.

4. Review of these Procedures and Practices

These procedures and practices will be reviewed annually and in accordance with legislation.

5. Modification to these Procedures and Practices

No changes will be made to these procedures and practices before considering the effect on persons with disabilities and on consistency with legislation.

FEEDBACK AND COMPLAINTS PROCEDURE

All persons are invited to provide feedback and/or ask questions on how the MICs Group of Health Services provides services to people with disabilities and/or its policies in this regard. This feedback can be submitted to the MICs Chief Executive Officer (CEO) who will review and forward on to the appropriate Executive Leader/Director/Program Leader of the subject area.

Complaints shall be addressed following the MICs Group of Health Services' policy ADM-103 "Patient Relations Process". The CEO and/or designate will respond to any feedback, investigate a complaint and take actions as appropriate. The person providing the feedback or making a complaint will be apprised of the outcomes.

Feedback may be provided in person, by telephone, in writing by e-mail or any other means of communication appropriate.

REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Ontario Regulation 429/07 - Accessibility Standards for Customer Service

Ministry of Community and Social Services. (2009, April). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.*

MICs Policy ADM-103 "Patient Relations Process"

MICs Policy ADM-700 "Handicap Parking"

MICs Policy ADM-870 "Pet Visitation/Service Animals"



MICs Group of Health Services

Matheson – Iroquois Falls – Cochrane

“Caring for Today and Tomorrow”

Mission Statement

Partnering to deliver excellent health care for our communities

Vision Statement

Quality care for everyone always!

Values

Accountability – Quality – Integrity – Respect



Bingham Memorial – Matheson

“Caring for our Community”

Anson General – Iroquois Falls

“Personal Quality Care”

Lady Minto – Cochrane

“Caring Together”

BINGHAM MEMORIAL HOSPITAL

Section 1. Past Achievements to Remove and Prevent Barriers

Information and Communications

New Elder-Friendly Wayfinding signs have been installed at Bingham Memorial Hospital as well as our long-term care home, Rosedale Centre, in order to facilitate patient navigation.

Employment

At the end of each job posting, the following statement is added:

“Accommodation will be provided in all parts of the hiring process in accordance to the Accessibility for Ontarians with Disabilities Act. Applicants need to make their needs known in advance.”

Training

The Education Department assigns annual training via Surge Learning to all employees regarding the Accessibility Act for hospitals and the requirements for patients with barriers such as hearing, sight and mobility. The hospital staff learns the best ways to approach the various barriers in order to provide the best level of care possible.

Design of Public Spaces

1. In 2022, wall-mounted PPE organizers were purchased in order to decrease hallway clutter to allow people in wheelchairs and those using walkers, etc. to better navigate the halls.
2. Four washrooms were renovated in order to meet ADA requirements
 - Chronic Tub Room
 - Active Men’s Washroom
 - Active Women’s Washroom
 - Rosedale Tub Room
3. Two negative air rooms were renovated to be wheelchair accessible
 - Room 6
 - Treatment Room 2
4. The entry/exit of the Rosedale Outdoor Living Space as well as the deck ramp underwent renovations in order to be ADA compliant.

Section 2. Strategies and Actions

Information and Communications

The Wayfinding signs will be updated regularly to reflect changes in departments and hospital personnel in order to accurately guide clients to their destination.

Training

The Education Department will continue to provide annual training via Surge Learning for all employees.

Design of Public Spaces

We will be installing a modern, current standard wheelchair lift in Rosedale from the main entrance. All new major renovations will meet ADA requirements.

ANSON GENERAL HOSPITAL

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

1. Maintenance has replaced and installed new door openers for easy accessibility as well as for the public washroom beside the lab.
2. In 2022, Nursing purchased bariatric chairs for the waiting room as well as two new mattresses that have turn and assist function to help staff provide care to patients who are difficult to turn.
3. The new DR X-ray machine has no base so that we can fit in a lift underneath and it also comes up and all the way down low to allow easier access.
4. The new DI waiting room chairs are wipeable and some of them have wider arms and others have none in order to accommodate all of our patients' needs.

Information and Communications

New Elder-Friendly Wayfinding signs have been installed at Anson General Hospital in order to facilitate patient navigation.

Employment

At the end of each job posting, the following statement is added:

"Accommodation will be provided in all parts of the hiring process in accordance to the Accessibility for Ontarians with Disabilities Act. Applicants need to make their needs known in advance."

Training

The Education Department assigns annual training via Surge Learning to all employees regarding the Accessibility Act for hospitals and the requirements for patients with barriers such as hearing, sight and mobility. The hospital staff learns the best ways to approach the various barriers in order to provide the best level of care possible.

Design of Public Spaces

1. In 2022, wall-mounted PPE organizers were purchased in order to decrease hallway clutter to allow people in wheelchairs and those using walkers, etc. to better navigate the halls.
2. Maintenance has updated the elevators.
3. Five Accessible parking spaces were added in the hospital's public parking lot that are close to the entrance to the hospital.
4. Anson General Hospital has made it its mission to keep hallways clear of clutter.
5. The physiotherapy department is already accessible as that is the clientele we deal with on a regular basis. We have made a few changes to facilitate visits to the department. Coat hooks were installed at a lower level in the closet to allow persons in a wheelchair to more easily hang up their coat. There is also a long handled shoehorn in the closet to assist putting on shoes.

Other

The Physiotherapy Department sees a number of special needs patients who are light and noise sensitive. Those individuals are booked at a time when no one else is in the department to help prevent sensory overload.

Section 2. Strategies and Actions

Information and Communications

The Wayfinding signs will be updated regularly to reflect changes in departments and hospital personnel in order to accurately guide clients to their destination.

Training

The Education Department will continue to provide annual training via Surge Learning for all employees.

Design of Public Spaces

An oversize chair has been ordered for the waiting area of the Physiotherapy Department to accommodate patients of various sizes and shapes. It should arrive within the next few months.

LADY MINTO HOSPITAL

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

1. Purchased telephones with larger numbers and speaker for visually and/or hearing impaired patients.
2. A wheelchair is kept at the front door for those who may need it when they visit LMH.
3. A second wheelchair has been dedicated for Oncology patients only.
4. The Diagnostic Imaging Department purchased an X-RAY imaging chair that allows patients to sit. The arms and back can be removed to get the x-ray in the correct position without patients having to stand.
5. The DI department also has its own Bariatric-sized wheelchair to accommodate a DI X-ray Plate as well as an ankle and foot step with all the proper handrails for MOD patients.
6. All DI signage has been redone.
7. The new DI waiting room chairs are wipeable and some of them have wider arms and others have none in order to accommodate all of our patients' needs.

Information and Communications

New Elder-Friendly Wayfinding signs have been installed at Lady Minto Hospital in order to facilitate patient navigation.

Employment

At the end of each job posting, the following statement is added:
"Accommodation will be provided in all parts of the hiring process in accordance to the Accessibility for Ontarians with Disabilities Act. Applicants need to make their needs known in advance."

Training

The Education Department assigns annual training via Surge Learning to all employees regarding the Accessibility Act for hospitals and the requirements for patients with barriers such as hearing, sight and mobility. The hospital staff learns the best ways to approach the various barriers in order to provide the best level of care possible.

Design of Public Spaces

1. In 2022, wall-mounted PPE organizers were purchased in order to decrease hallway clutter to allow people in wheelchairs and those using walkers, etc. to better navigate the halls.
2. In past years, we have lowered the reception desk to ensure that it is wheelchair accessible. We have also ensured that the patient is able to put their arm under the wicket so the receptionist can place the identification bracelet on. An opening was made in the wicket window which allows sound to pass through to accommodate hearing impaired clients.

Transportation

1. When we have bariatric patients, our transfer provider, Platinum, collaborates with EMS for "lift assist" where we might otherwise need to cancel or delay transfers for testing or treatment.
2. There are wheelchairs available for patients just inside the front door and more are available upon request for usage while seeking outpatient services.

Section 2. Strategies and Actions

Information and Communications

The Wayfinding signs will be updated regularly to reflect changes in departments and hospital personnel in order to accurately guide clients to their destination.

Training

The Education Department will continue to provide annual training via Surge Learning for all employees.

Design of Public Spaces

Any new major renovations will meet ADA requirements.