Annual Accessibility Plan Update 2022

Location / Area	Barrier	Solution	Responsibility	Target	2021 Update	2022 Priorities
General	Information and Communication	Upon finalization of the 2018-2022 Plan, undertake the following: 1. Communications broadcast reiterating the need and reason for Cambridge Memorial Hospital Accessibility Plan. 2. Email broadcast to reference Plan, link to Plan on Cambridge Memorial Hospital website.	Corporate Communications (Stephan Beckhoff)	January 2018	Completed in January 2019	
General	Education and Training	As part of the initiation of the new multiyear Plan, undertake updated Cambridge Memorial Hospital Accessibility LMS learning module with staff.	Organizational Development (Linda Rodrigues)	January 2018 to March 2018	Accessibility at CMH has been implemented and included in the New Hire training package through our internal training system (LMS)	Completed Dec 2022 as part of the new Training and Learning Module
General	Education and Training	Implement a year long "Accessibility This Month" topic at all staff huddles, via email communications (e-cast) to cover such topics as 24hr translation services availability, etc.	Departmental Managers	March 2018	Completed	
General	Education and Training	Develop and undertake a 2018 Accessibility Week – Lunch & Learns with Community Agency(s).	Cambridge Memorial Hospital Accessibility Committee	June 2018	Completed	

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General	Education and Training	Cambridge Memorial Hospital Accessibility Committee terms of reference have been revised to ensure ongoing education of committee members in the areas of accessibility in order to ensure alignment, conscientiousness of barriers being identified and initiative being undertaken.	Cambridge Memorial Hospital Accessibility Committee	June 2018	TOR updated in 2019 2nd update will be completed in 2022 (Review period of every three years)	Completed Dec 2022
General	Corporate Accessibility Policies Update	Review of policies directly related to accessibility to ensure compliance with evolving regulations.	Cambridge Memorial Hospital Accessibility Committee and Senior Management	June 2018	Completed	
General	Unknown Accessibility Barriers	Undertake an accessibility audit as has been undertaken in the past to identify any new or emerging issues; particularly as it relates to interim relocations and construction of Phase 3.	Facilities Management	June 2018	Completed using external consultant certified in AODA requirements	
Built Environment	Physical / Architectural Undertake Community Review of New Wing A – Acute Care Facility	Utilize community members that have previously volunteered their services to form a team to undertake a review of the newly completed Wing A, to assess how well planning initiatives were undertaken and to determine if any additional accessibility related barriers have become evident.	Cambridge Memorial Hospital Accessibility Committee	June 2018	Wing A completion was delayed until January 2020 – Due to the current pandemic this item was deferred and completed using an external consultant during the Accessibility Audit in April 2021	Completed April 2021 as part of the external accessibility Audit

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Built Environment	Wheelchair Access at Ambulatory Care Entrance	There is currently a curb that exists and does not allow patients to travel down the ramp on a protected sidewalk. Planning solution to be developed and considered as part of Phase 3 redevelopment works.	Facilities Management	June 2018	Complete	
Built Environment	Preventative and Emergency Maintenance of Accessible Elements in Public Spaces	Cambridge Memorial Hospital to undertake the development of: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces 2. Procedures for dealing with temporary disruptions when accessible elements required under this part are not in working order. S.80(44) of the ISAR	Facilities Management	December 2018	Completed	
Information and Communications	Continued Continuity in Accessibility to Web Content, Cambridge Memorial Hospital Website	Cambridge Memorial Hospital is developing a training plan to educate all the website editors on how to ensure the content they produce is accessible prior to posting to ensure it conforms to current and near future WCAG standards.	Cambridge Memorial Hospital Clinical Team	Ongoing	Website editors have been trained on how to check to ensure documents meet accessibility standards Prior to posting	Completed April 2022 as part of the roll out of the revised CMH intranet website
Information and Communications	Communications TTY in Emergency	Cambridge Memorial Hospital Clinical Team to collaborate with community resources, nurse management to validate effectiveness and provision of TTY service.	Cambridge Memorial Hospital Information Management Technologies Team and	March 2018	Completed December 2021	

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			Quality Committee			
Information and Communications	Ensure Cambridge Memorial Hospital Website Documents are Readable by Individuals with Disabilities and Videos Include Accessibility Standards.	• Develop guidelines to create accessible Microsoft Office documents • Train website editors • Identify other software in use for website (example Adobe InDesign) and provide guidelines • Provide resources or additional software to check full accessibility before posting.	Cambridge Memorial Hospital Information Management Technologies Team and Public Affairs and Corporate Communications (Stephan Beckhoff)	Super Users June 2018 other Editors December 2018	First three items have been completed. Last item deferred to align with the migration to new web provided – March 2022	Completed April 2022 as part of the roll out of the CMH intranet Website
Information and Communications	Ensure Cambridge Memorial Hospital Intranet Documents are Posted with Full Accessibility and Videos Align with Accessibility Standards	• Identify documents not up to accessibility standards • Train website editors • Post Guidelines to Create Accessible Microsoft Office Documents on the intranet • Identify other software in use for website (example Adobe InDesign) and provide guidelines • Provide resources or additional software to check full accessibility before posting. • Correct the documents and repost.	Cambridge Memorial Hospital Information Management Technologies Team	December 2019	First four items have been completed. Last two items deferred to align with the migration to new web provided – March 2022	Completed April 2022 as part of the roll out of the CMH intranet Website
Information and Communications	Cambridge Memorial Hospital Best Practice in	• Corporate wide planning – education • Communicate to managers / physicians / volunteers	Cambridge Memorial Hospital Information	January 2021	Deferred to 2022 due to current Pandemic	

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	Developing Accessible Documents	• Post on the Intranet guidelines to create accessible Microsoft Office documents • Develop Learning Management System (LMS) training modules (Human Resources to support) • Investigate and enable accessibility check by default in Microsoft software • Identify other software in use to create resources and or information for patients and make accessible • Provide resources or additional software to check full accessibility if necessary.	Management Technologies Team and Public Affairs and Corporate Communications (Stephan Beckhoff)		Completed Completed Completed Completed deferred to align with the migration to new web provided – March 2022	Completed April 2022 as part of the roll out of the CMH intranet Website
Information and Communications	All Internet and Intranet Websites and Web Content Must Meet WCAG 2.0 Level AA	• Train website and intranet editors to create documents from posting to conform to WCAG 2.0 Level AA • Ensure website and intranet meet the standards for WCAG 2.0 Level AA	Cambridge Memorial Hospital Information Management Technologies Team and Public Affairs and Corporate Communications (Stephan Beckhoff)	January 2021	On target to be completed in 2021	Completed April 2022 as part of the roll out of the CMH intranet Website
Information and Communications	Ability to Self-Register at Self Service Kiosks	• Ensure any kiosks have accessibility features	Cambridge Memorial Hospital	January 2022	On target to be completed in 2022	Ongoing, will be addressed as part of the

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			Information Management Technologies Team			upgrades to the system due to be completed in Oct 2023
Information and Communications	Specific Accessibility Information on Website	Cambridge Memorial Hospital to develop the websites Accessibility Services section detailed information to inform patients of accessibility provisions within the hospital (i.e. voice announcement on elevators, TTY provisions, interpreter services, accessible entrance locations, assistive devices/locations, location of wheelchairs, and others)	Cambridge Memorial Hospital Information Management Technologies Team and Quality Committee	September 2018	Completed December 2021	
Information and Communications	Communication with Patients with Disability Procedures for Patients in the Community with a Disability to Communicate with Cambridge Memorial Hospital	Collaborate with community resources to establish an effective means of communication that meet the accessibility needs of our community; whether TTY, or the need to consider other options/services. Preparation of policy and procedures for staff.	Risk Management & Cambridge Memorial Hospital Information Management Technologies Team	Fall 2018	Completed December 2021	
Community (Transportation)	Community Access to Hospital via Regional Transit Services	Review Public Transit Light Rail plans with Region of Waterloo / City Planners to ensure routes and stops support accessible public transit to and from the hospital.	Facilities Management	March 2018	Completed – Both stops that support access to the Hospital support accessible public transit.	