

Annual Accessibility Plan Update 2024

Location / Area	Barrier	Solution	Responsibility	Target	2024 Update	2025-28 Priorities
Employment	Community Partners	Develop partnerships with community organizations to share ideas, resources, and knowledge.	Accessibility Committee	September 2023 New estimated target date: September 2024	Completed - DEI Council approved job posting statement. - Inclusive interview questions incorporated for staff, leaders and volunteers.	CMH will continue to work with community organizations as it relates to the expanded work of the accessibility committee.
Employment	Community Partners	Develop partnerships with community organizations who support people with disabilities in job searches.	Human Resources	January 2024	Completed - Attended a regional workshop with a focus on hiring staff with disabilities as a recruitment strategy.	
Employment	Community Partners	Provide Mentorship support for job seekers, e.g., coaching events.	Human Resources	January 2024	Completed - Participation in Project SEARCH	
Employment	Recruitment	Increase knowledge of leaders regarding the hiring of persons with disabilities.	Human Resources	January 2024	Completed - Leadership webinar offered outlining the benefits of hiring staff with disabilities. - Unconscious Bias training for all CMH Leaders and DEI Council members	
Employment	Accessibility Committee Terms of Reference	Review the current accessibility committee structure and include more community and staff members who have disabilities.	Accessibility Committee	Every year, by May each year	Completed	2025 Update – New member of the community with lived experiences will join the CMH accessibility committee in June 2025.
Information and Communication	Visibility of persons with disabilities	Increase the participation of persons with disabilities when creating CMH or program promotional opportunities.	Corporate Communications	July 2023 New target date: December 31, 2024	Completed	Ongoing internal process for conscious attention to diversity within internal and external communications.
Information and Communication	General	Develop an information and communications campaign to share CMH's new multi-year Plan, including: • Communications broadcast reiterating the need and reason for CMH Accessibility Plan. • Email broadcast to reference Plan and link the	Corporate Communications	April 2023	Completed	

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		current Plan on the CMH website.				
Information and Communication	Policy Review	Review and update current CMH accessibility policies regarding current or changing regulations. Confirm the current policies still meet the requirements for accessibility and are aligned to our organizational goals.	Accessibility Committee	September 2024 New target: December 2025	In Progress	Consulting internal & external resources for input on service / emotional support animal legislation and policy.
Information and Communication	Internal Signage and Wayfinding	Carry out a full review of the current wayfinding and Signage around the hospital paying special attention to the inclusion of Braille	Accessibility Committee	March 2024	Completed - New process has been put in place for all newly renovated spaces to conduct an accessibility walkthrough.	
Information and Communication	Internet web site	Update the Cambridge Memorial Hospital customer websites with additional content and clarity.	Corporate Communications	August 2023 New target: March 2024	Completed	
Customer Service	AODA Training	As part of the initiation of the new multi-year Plan due to roll out in Jan 2023, undertake updated CMH Accessibility LMS learning module with staff.	Professional Practice	January 2023	Completed	
Customer Service	AODA Training	Undertake a review of the AODA training provided as part of the CMH LMS system and confirm it addresses the current AODA requirements.	Accessibility Committee	June 2024 New target: June 2024	Completed - Instructional Video completed for accessing Voyce. - Current B2L training meets legislative standards	2026 – Educational Training to be developed specific to CMH to support staff and offer better patient experience.
Built Environment	Capital Redevelopment Phase III	Review accessibility features / design of the inpatient wing with the involvement of community partners and AODA specialist Consultants considering best practice and AODA standards and guidelines.	CRP Planning	March 2025	Not Started	2025 Update – CMH welcomed two members of the Community with lived experiences for an accessibility audit of the newly renovated wing B.

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Built Environment	Accessible Washrooms	Carry out review of the current designated accessible washrooms focusing on those identified in the 2021 review and correct, if possible, any noted issues in respect to the current ADOA regulations.	Corporate Planning	April 2024	Completed - Washrooms are in compliance with current AODA standards.	Additionally, identified through our community member audit, the Accessibility Committee will undertake initiatives related to suggestions provided for better patient experience.
Built Environment	Alarms, Alerts and Codes	Carry out a review of the current practice for alerts / alarms and codes to ensure that individuals who are hard of hearing are made aware using visual means. Implement findings of the review.	Facilities Management	April 2024	Completed - Staff have gone through mock codes and have been trained in how to aid persons who may need assistance during various codes.	
Built Environment	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 the completion of Phase 3 of the major Capital Redevelopment Renovation Project.	Facilities Management	Annually by March each year	Completed	Process implemented to have an accessibility audit completed of newly renovated spaces as part of the handover process.
Built Environment	Tactile Walking Surface Indicators (TWSI)	Carry out review of all means of egress, access, and paths of travel through the Hospital to identify where any areas require TWSI to be installed.	Facilities Management	December 2026	Not Started	To be completed post completion of the Phase 3 renovation project.