

# Accessibility Report: January 2021 – March 2023

The following is a summary of accomplishments for the period January 2021 – March 2023 towards continually improving accessibility at the Pembroke Regional Hospital (PRH):

- Accessibility walks with members of the PRH Patient and Family Advisory Council (PFAC), and Accessibility Committee representatives were completed:
  - Towers C & D: January 27<sup>th</sup>, 2023
  - Mental Health Services of Renfrew County, Carefor Site: February 24<sup>th</sup>, 2023
  - PRH D'Youville Site: March 10<sup>th</sup>, 2023
- Ramp / Walkway between Towers A and D
  - Two additional benches purchased
- Rehabilitation Program Outdoor Space Re-designed
- New Parking Equipment Installed – Deacon Street and Mackay Street Parking Lots
- Voice over in Tower A and Tower D elevators
- Installed additional electronic door openers
- Ensure low gloss waxing of floors
- Accessible Paper Towel Dispensers Installed
- Nine (9) Accessibility Policies were reviewed in March 2023
- Equity, Diversity, and Inclusion (EDI) Committee established August 2022
- A new public email address [accessibility@prh.email](mailto:accessibility@prh.email) was created for accessibility related communication, 2023
- Accessibility Feedback Form was created; November 2023
- PRH internet / intranet sites and content reviewed for Web Content Accessibility Guidelines (WCAG) compliance, reviewed May 2021 and again in 2023
- Review of Staff Education / Training annually
- Review of Accessibility Planning Committee Terms of Reference and Membership Updated to include Patient Experience Advisor, Information Technology (IT) representative
- Accessibility Planning Committee reviewed the Surgical Renovation Plans to the third floor Tower A and signed a letter as part of the Ministry submission confirming the renovation plans meet standards