

Type of Barrier	Description and Location	Current State
Human Resources	Return to Work & Work Accommodations Policy	This has been resolved. Human Resources has created a policy to accommodate employees returning to work and accommodating work environments.
Human Resources	Employees with hearing impairments might need help with Surge trainings	This has been resolved. Surge Training has closed captioning capability
Human Resources	AODA Training is required for all staff and volunteers	This is an ongoing initiative. All employees are required to complete training on an annual basis.
Human Resources	Employees need for mental health resources	This has been resolved. Riverside Health Care has an EAP Program for all employees and Maple Online available for full-time and part-time employees
Information and Communication	Patients & Visitors with hearing impairments may not be able to follow instructions	Have “pocket talkers” available, particularly in emergency departments, urgent care, nursing wards and admitting/switchboard areas. ALC Department has pocket talkers, Accessibility Committee is looking to expand the pocket talkers to Registration, Switchboard, Nursing Wards, and Urgent Care.
Information and Communication	The intercom is difficult to hear in some areas at La Verendrye Hospital (outpatient services and chemotherapy)	Maintenance is looking into adding and adjusting speaker volume to the boardroom, in Administration Office, and 2nd Floor Hallways.

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Information and Communication	ASL interpreters are not listed on Language Services Policy in Surge	This has been resolved. The Language Services Policy has been updated.
Information and Communication	Individuals may not be able to communicate in English	This has been resolved. A Corporate-Wide Interpreter List has been created, and it is located on Surge Policy Professional.
Information and Communication	There is no braille signage at front entrances	A meeting has been scheduled with Signage Committee to look at adding braille signage.
Information and Communication	Individuals sharing personal information at Emergency and Urgent Care Departments may have concerns for privacy, particularly when hearing difficulties require staff members to speak loudly	Occ. Health and Safety Coordinator and Director of Capital Planning and Engineering will look at additional areas or options.
Physical Environment	Parking lot lines were hard to read at La Verendrye Hospital & Raincrest	This has been resolved. The Parking Lot Lines have been repainted in 2025.
Physical Environment	The floors by the Dialysis Lab at LVGH were slippery	This has been resolved. Anti slip floors were installed in 2025.
Physical Environment	At Emo Health Centre, the sidewalk is uneven for individuals	This has been resolved. The sidewalk has been fixed.
Physical Environment	The sidewalk along the handicapped parking at La Verendrye Hospital is too narrow for wheelchairs and is often not clear: parked vehicles can cover some of the space, weeds and grass encroach in the summer, water and mud collect when it is raining, and ice and snow are an issue in winter	Maintenance will be looking into this to make the sidewalk more accessible.
Physical Environment	Uneven patio blocks at Front Street have created a tripping hazard	Maintenance will be looking at updating the patio blocks.

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Physical Environment	The ramp and entryway at the Community Health Services building requires wheelchairs to maneuver in a small area near a set of steps	Maintenance will rework the ramp so there isn't such a lip when approaching with wheelchairs.
Physical Environment	Bathroom doors in LTC at Rainy River Health Centre open the wrong way in relation to the bed, making it difficult to access	This is on ongoing initiative to update the doors.
Physical Environment	Handicap door buttons at the front and back entrance to Rainy River Health Centre are not very accessible	Although the buttons met the 1999 building codes this will be explored further by accessibility committee members and Engineering.
Physical Environment	The wheelchair ramp at Emo Health Centre is steep and a sharp turn is required to access the sidewalk exit	This has been resolved. The sidewalk was updated in 2024.
Physical Environment	Public and patient washrooms have been identified as inaccessible to some degree in most facilities. Common issues are: low toilets, high sinks, non- angled mirrors, baby change tables and limited floor space	Maintenance has replaced the toilet in front entrance. However, this will be ongoing as new renovations are completed each year.
Physical Environment	Elevators may have audio but not visual and vice versa	Maintenance will look into the audio & visual accessibility in the elevators.
Physical Environment	La Verendrye Hospital ER sidewalk needs to be fixed	Maintenance will look at reworking the patio.
Physical Environment	Evacuation points for individuals with wheelchairs - muster point	Accessibility Committee will assess evacuation points.