

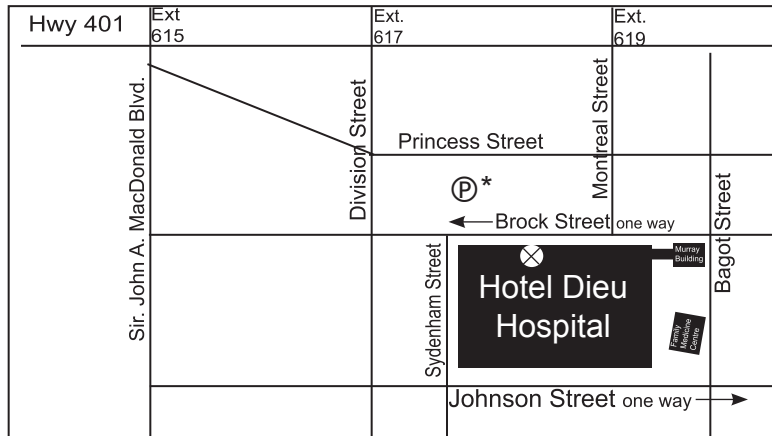
Our commitment to accessibility planning

As members of the Hotel Dieu Hospital community, we try to express to our patients, their families and friends and to our co-workers that we value them. We value and foster a caring community. We believe the basic principle of health ethics is the dignity of the human person lived out in a human community. We nurture the potential of each unique person in interaction with his/her environment. In this spirit, we are committed to making our facilities and services accessible to everyone, including those living with a disability.

For more information about our Accessibility Plan, please visit www.hoteldieu.com and follow the link to "Accessibility Plan" under the Patients & Visitors section.

Contact us:

166 Brock Street
 Kingston, ON K7L 3G2
 Switchboard: 613.544.3310
 Automated Attendant: 613.544.3400
 Patient Relations Office: Extension 3040



*NOTE: Accessible parking is available in the Chown Memorial Parking Garage across from Hotel Dieu Hospital.



Religious Hospitallers
 of Saint Joseph
 of the Hotel Dieu of Kingston
 HOTEL DIEU HOSPITAL

ACCESSIBILITY

**Coming to Hotel Dieu Hospital?
 Do you have any special needs?**



We can help.

Will you need a wheelchair?

Wheelchairs are located at the main Brock Street entrance. You can arrange to use a wheelchair by speaking with someone at the nearby Information Desk.

Accessibility for wheelchair users

Main hospital building:

- All hospital clinics are wheelchair accessible.
- All entrances are wheelchair accessible except Sydenham St. (2nd floor) and Johnson St. A ramp is also available at the main entrance (Brock St.).
- Wheelchair-accessible washrooms are available in most clinic areas. Only two washrooms have power door operators—one in the main lobby and a special-needs washroom in the Child Development Centre (Jeanne Mance 1). The special-needs washroom also provides access to a full-size, height-adjustable change table, power-operated lift, hands-free sink and soap dispenser, and ample room for both user and caregiver.
- The Brockview Café, Gift Shop, Lottery Booth and Chapel are all wheelchair accessible.



Murray Building (Ear, Nose & Throat):

- This building has automatic doors and elevator at its 144 Brock Street entrance beside the Urgent Care Centre. It is also accessible via the main hospital entrance.

Kingston Access Bus:

- This service is available to individuals who, due to a physical mobility impairment, cannot use a Kingston Transit bus and meet the eligibility criteria. You need to register for the service. For details, please call 613-542-2512. The Access bus drops patients near the Urgent Care Centre. From here you can access the main entrance via the hospital's front ramp or use the nearby "shuttle" entrance, which takes you to the hospital's main elevators.

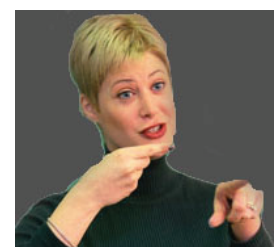
Will you need a patient escort?

Our Portering staff can escort patients with special needs.

Please provide clinic staff with as much advance notice as possible to ensure staff are available when you arrive.

Do you have a hearing impairment?

Pocket Talkers (a personal amplifier consisting of a microphone and headset) are located in every clinic at registration/nursing stations. If possible, please inform clinic staff in advance if you will require an assistive listening device. They will make the necessary arrangements.



Will you need a Sign Language interpreter?

We will cover the cost of a sign language interpreter for patients who are deaf, deafened or hard of hearing. Please provide office or clinic staff with plenty of notice if you need a sign language interpreter. Or you can make your arrangements by calling the Canadian Hearing Society at 1-866-966-8995. The hospital can directly reimburse the sign language interpreter.

Do you speak another language and require an interpreter?

If possible, please ask a family member or friend to accompany you to assist with translation. If this is not possible, then we can arrange for an interpreter at no cost to you. When you book your appointment, please tell the office or clinic staff that you would like a language interpreter. Our interpreter service offers both face-to-face translation and telephone interpreting via 3-way conference or speakerphone.

Do you have a visual impairment?

At Hotel Dieu, audible signals are featured in the three main elevators as well as Braille numbers on the control panels. Tactile numerals are also provided on the hall frames at each level.

