

# Mass Vaccination Program Update to Accessibility Advisory Committee

May 20th, 2021

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#### **Purpose**

To provide an update on Accessibility related planning, services and functions currently rolled out at our clinics and in progress with the Mass Vaccination Program teams

### **Planning** – Accessibility Needs

**Goal:** To ensure the Mass Vaccination Program is accessible to people of all abilities

- Targeted Mobile Clinics
- In-home Vaccinations
- Partnership Exploration
- Shuttle Services
- On-going planning with Community Equity and Engagement Advisory table

#### **Clinic Operations**

- Partnership with Canadian Hearing Society
  - Virtual Sign Language
  - Sound Amplifying Device
- Translation of Key Clinic Documents
- Mobility Clinic at Paramount Site
- Accessible Signage





#### **Clinic Layout**

- All Clinic Sites are Accessible
- Layouts Aim to Reduce Overall Travel Distances
- Sit/Stand Tables Installed
- Additional Accessible Parking Spaces Setup



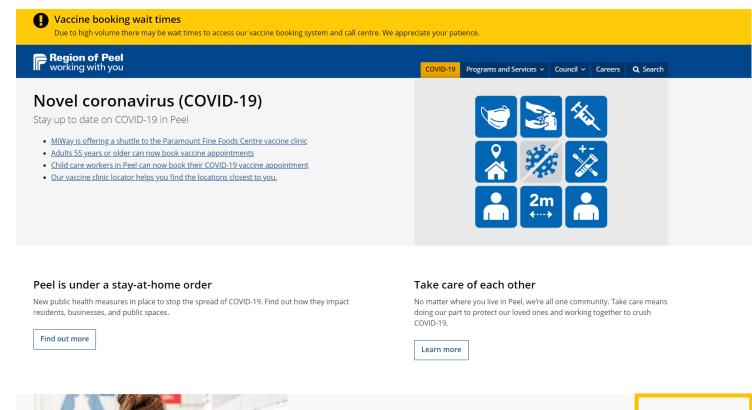


#### **Customer Contact Centre**

- Translation Services
   Available
- Relay Service
- Website Chat Function
- Website Virtual Assistant



Virtual Assistant



COVID-19 vaccine

## Questions?