

PRIMARY CARE ACCESSIBILITY & ACCOMMODATIONS CHECKLIST

This is a brief, practical, self-assessment tool intended to assist primary health care settings to increase their awareness of the needs of disabled patients, and to enhance accessibility and accommodations available in the practice. It is based on research conducted jointly by the Centre for Health Services & Policy Research and the Centre for Studies in Primary Care at Queen's University. This tool is offered by the Canadian Disability Policy Alliance, its academic and community partners (see listing below), to accelerate awareness of disability issues in primary care, and to assist practices toward becoming barrier-free environments. This tool is presented in the spirit of supporting barrier-free primary care, in accordance with the Accessibility for Ontarians with Disabilities Act (2005).

		Yes/No	Comments
PHYSICAL ACCESSIBILITY			
Building Entrance	<ul style="list-style-type: none"> Is there a drop-off point near the main entrance? Are there designated accessible parking spots? Is the approach to the building free of barriers & obstacles (eg. uneven pavement, narrow path)? Does the building have an access point for wheelchairs (eg. level entrance or ramp)? Are there handrails present on all stairs? Are doors wide enough to permit entrance of a wheelchair (~30") Are there automatic doors for ease of opening? Is signage clear and large enough to be seen by visually impaired patients? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Office Entrance	<ul style="list-style-type: none"> Can someone with a wheelchair (manual or power) enter the office and waiting room? Are counters low enough to accommodate someone in a wheelchair, and free of barriers? Is there adequate maneuvering room and wide doorways? Are there wheelchair accessible washrooms available to patients? Does the system for calling patients accommodate those with hearing impairments or visual impairments? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Exam Room	<ul style="list-style-type: none"> Is there at least one exam room with an adjustable examining table and/or ceiling lift? Is there adequate maneuvering room for a wheelchair (~36" turning radius) Is there adequate room for an attendant or interpreter? Is the room free of distractions, including background music/noise? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

A vision of Canada where people with disabilities enjoy full participation and citizenship, supported by a coherent framework of legislation, regulation and program entitlements.

STAFF AWARENESS		Yes/No	Comments
Personal Assistance	<ul style="list-style-type: none"> Have all staff received disability awareness training? Is there written policy regarding accessibility? Are services available for hearing-impaired patients (sign-language interpretation, audio augmentation devices)? Is assistance available and willingly provided for transfers, dressing/un-dressing? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Information	<ul style="list-style-type: none"> Does any information available (pamphlets, hand-outs) take account of disability? Is essential patient-related information (such as prescriptions, instructions) offered in alternative formats (eg. large-print, plain language, Braille, audio-enhanced)? 	<input type="checkbox"/> <input type="checkbox"/>	
Time	<ul style="list-style-type: none"> Is sufficient time allocated to allow issues to be dealt with thoroughly? Is additional time allowed for communication, explanation, examination, where necessary? 	<input type="checkbox"/> <input type="checkbox"/>	
KNOWLEDGE / EXPERTISE			
Medical	<ul style="list-style-type: none"> Are physicians aware of natural course and complications of disability? Are physicians aware of interactions of disability with common health problems? Do medical recommendations take account of the implications for function and community living? 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Staff	<ul style="list-style-type: none"> Are staff familiar with disability-related procedures (e.g. transfers, leg-bag emptying, communication strategies)? 	<input type="checkbox"/>	
System	<ul style="list-style-type: none"> Is someone in the practice aware of systems, benefits, community supports and entitlements of disability? 	<input type="checkbox"/>	
ACCOMMODATIONS – Which accommodations are available to your disabled patients?			
Appointment Timing	<ul style="list-style-type: none"> Longer appointment times After-hours appointments Special timing of appointments 	<input type="checkbox"/> <input type="checkbox"/>	
Telephone Contacts	<ul style="list-style-type: none"> Telephone consultations (including alternative formats) Telephone prescriptions renewals Email contact 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Alternative Sites	<ul style="list-style-type: none"> Home visits Emergency room visits Joint appointments with specialist 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

(McColl et al., 2008)

Canadian Disability Policy Alliance: *Learning Collaborative & Equity Coalition*



For information on the Canadian Disability Policy Alliance, contact Mike Schaub at 613-533-6000 (79363) or schaubm@queensu.ca