

ADMINISTRATIVE POLICY AND PROCEDURE

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Subject: ACCESSIBILITY

Policy No.: A102

Supersedes: December 23, 2019

Review Date: February 1, 2023

Origin Date: November 18, 1982

Revision Date: February 1, 2023

PURPOSE:

To describe the range of accommodations made by Rancho Los Amigos National Rehabilitation Center (RLANRC) to ensure accessibility from all types of barriers.

POLICY:

RLANRC ensures comprehensive accessibility to all rehabilitation facilities and services for all individuals, regardless of race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability. The leadership of the Rancho Los Amigos National Rehabilitation Center will review this plan as needed, to promote the removal of accessibility barriers based on any of the following:

- Architecture (physical access)
- Environment
- Attitudes (from staff or community)
- Finances
- Employment
- Communication
- Technology
- Transportation
- Community Integration, when appropriate
- Any other barriers

PROCEDURES:

1. As an entity of RLANRC, the rehabilitation units uphold the hospital's philosophies on non-discrimination and equal employment opportunities, which promote employment and volunteer opportunities to all individuals based on qualifications, and without regard to race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability, or disability.
2. RLANRC assists any patient, visitor, employee, or family/caregiver to gain access to support groups, legal advocacy, and financial, or resource support. This access is gained through the efforts of the Social Worker regardless of race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability, or disability. **(Environment/attitudes/finances/transportation/communication)**
3. All patients who meet the admission criteria are considered eligible for admission to RLANRC. **(environment/communication)**

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- a. Any referrals of individuals, who are functioning at such a level that their needs may be best met in a specialized acute rehab program, will be considered for admission. The Centralized Admissions and Referrals Office (CARO) can direct referring parties to resource lists of rehabilitation programs.
 - b. When a patient does not meet criteria for an intensive / inpatient acute rehab program, CARO provides additional information and guidance as indicated.
 - c. Patients with an infectious disease/condition (e.g., MRSA, VRE, etc.) may be referred and accepted for admission to the program under the following conditions:
 - (1) There is an appropriate isolation room to isolate the patient or cohort with other patient(s) that has the same organism.
 - (2) An Airborne Isolation room should be available to admit patients with confirmed or suspected Airborne Transmissible Disease.
4. RLANRC has access to interpretation/ translation services at no cost for all individuals for whom English is not a primary language. (See Administrative policy B831 entitled "Language Services for Individuals Who Are Limited English proficient") (**communication/environment/community integration**)
- a. For verbal interpretation and written translations, staff can contact the one-call centralized Language and Culture Resource Center, which ensures quality linguistically and culturally appropriate services in all healthcare interactions between patients, their families, and clinicians. Bilingual staff training, interpreter skills training, diversity lectures, LGBTQ+ inclusive educational programs, interpreter contacts, language tools, and cultural diversity inclusion resources are available through the Center.
 - b. The rehabilitation units at RLANRC utilize:
 - (1) A list of bilingual staff for interpretation purposes.
 - (2) Trained community bilingual volunteers for non-medical non-emergency situations, such as daily therapy.
 - (3) Interpreter training programs' internship students from colleges.
 - (4) Interpretation/translation agencies for languages not available in-house.

The hospital also uses over-the-phone interpreter agencies. They can be accessed through the Language and Culture Resource Center during business hours or by calling extension 58154 any day any time including after-hours, weekends, and public holidays.
 - c. Interpreters list is available on the Rancho intranet.
 - d. Interpreter resources for various languages, including sign language, are available and are listed in the Language and Culture Resource Center Interpretation Database. For patients with speech/hearing impairments, the Medical Center may contact for sign language interpreters to provide service if in-house interpreters are not available.
 - e. A teletypewriter (TTY) phone is available for use at RLANRC and will be provided to a patient's room as needed.

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- f. Telephones and Video Medical Interpretation (VMI) systems are available to access remote pool of interpreters at site of patient/provider interaction.
 5. RLANRC provides assistance to visually impaired patients and makes staff available to read any information to the patient and/or family/caregivers, if necessary, due to the patient's inability to see, read, or understand the information. **(environment/attitudes)**
 6. Equality in patient care is promoted by all employees of RLANRC.
 - a. If a staff member feels that providing care to a patient creates a situation that conflicts with their religious, cultural, or personal beliefs, they will initially discuss the situation/reasons with the Administrative Director of Rehab Services, Nurse Manager for Rehabilitation, or Medical Director. If at all possible, other assignments will be made, unless patient care is jeopardized. **(attitudes)** (See Administrative Policy and Procedure B810 entitled "Staff Requests Regarding Not Participating in an Aspect of Patient Care.")
 - b. At all team conferences, staff members' barriers to progress including if there are any conflicts with patient care issues that may impact care. If the team cannot resolve the issue, the conflicts are reported to the Administrative Director of Rehab Services, Nurse Manager for Rehabilitation, or Medical Director.
 - c. Resources in the community for all patients to continue with care, or return to the community setting, are provided by the social worker, nursing staff, medical staff, and/or therapy staff.
 7. As needed the ADA Coordinator at RLANRC will conduct a survey of the rehabilitation environment by the Rancho Los Amigos National Rehabilitation Center Accessibility Checklist (attached).
 - a. The results will be discussed at Rancho Patients Advisory Council.
 - b. If the results are acknowledged as a barrier to accessibility, will have an action plan developed to address the issue. The plan will be provided to the Executive Council for approval, as appropriate.

REFERENCES:

RLANRC Administrative policy B831, "Language Services for Individuals Who Are Limited English Proficient"
RLANRC Administrative Policy and Procedure B810, "Staff Requests Regarding Not Participating In an Aspect of Patient Care."

Accessibility Checklist
Rancho Los Amigos National Rehabilitation Center

Date: _____

Unit: _____

	Yes	No	Comments
Hallways			
If you are/were in a wheelchair could you pass easily through the hallways around the floor?			
Are the hallways cluttered?			
Do the hallways have enough light?			
Is the unit attractive and motivating as a rehab environment?			
Patients Rooms			
Do the patient rooms have enough light – both bright and night lights?			
Does the furniture in the room allow for accessibility in and around the room?			
Are the chairs in the rooms easy to get in/out of?			
Is there enough space for patient's clothes?			
Can patients access their clothes easily and if they are in a wheelchair?			
Are the patients' rooms set up to provide enough privacy for the patients?			
Patient Bathrooms			
Are the bathrooms in the patient rooms wheelchair accessible?			
Are the showers wheelchair accessible?			
Can the shower be operated by someone in a wheelchair?			
If you were in a wheelchair, would you be able to close the bathroom door for privacy?			
Ancillary Areas			
Is the dining area big enough for the number of patients who use it at one time?			
Is the therapy gym big enough for the number of patients who use it at one time?			
Are there water fountains available?			
Are the water fountains accessible if you were in a wheelchair?			

	Yes	No	Comments
Can you operate the water fountains?			
Emergency			
Are evacuation charts posted throughout the floor?			
Are evacuation charts easy to read – can you follow them?			
If you are/were in a wheelchair, are the evacuation charts at a level you can see them?			
If you follow the evacuation chart, would they get you to safety, in an emergency?			
Is there fire extinguisher available?			
Information provided to Patients/Families			
Is the information provided understandable and readable?			
Is the information available for persons for whom English is not their preferred language?			
Is the information available for persons who may have difficulty reading?			
Is the information that is provided as part of the orientation to the unit useful in giving patient and families/caregivers information they need?			
Communications			
Are there accommodations available for persons with impaired hearing?			
Are there accommodations available for persons for whom English is not their first language?			
Is staff aware of any accommodations?			
Are there accommodations available for persons who are visually impaired? Is staff aware of any accommodations?			
Are the signs on the floor readable and understandable? (Even from a wheelchair)			
Are the telephones for use in both the patient rooms and in public areas?			
Are the phones easy to use if you had impaired hand functioning?			
Could you use the phone if you had a hearing impairment?			
Are the phones accessible if you are/were in a wheelchair?			
Accessibility to the Unit			
Is Rancho Los Amigos National Rehabilitation Center easy to find from the entrance of the hospital?			

	Yes	No	Comments
Is Rancho Los Amigos National Rehabilitation Center easy to get to from the entrance of the hospital if you are/were in a wheelchair?			
Is the signage to the unit readable and understandable if you are/were in a wheelchair?			
Do the elevators have readable and understandable signage?			
Are the elevators easy to operate? Are they easy to operate if you are/were in a wheelchair?			
Do the elevator doors close at the right speed?			
<i>Hospital Exterior</i>			
Is there enough parking?			
Is parking accessible?			
Are there available handicapped parking spaces close to the entrances of the hospital?			
Can you easily get to the entrance from the parking lot?			
Could you if you are/were in a wheelchair?			
Are there sufficient curb cuts to allow for accessibility from the parking lots?			
If you encountered a ramp, was it too steep?			
Are the doors to the hospital entrance(s) easy to open?			
<i>Staff Knowledge (# of staff asked)</i>			
Is the staff aware of any accommodations for persons with impaired hearing?			
Is the staff aware of any accommodations for persons with impaired vision?			
Is the staff aware of any accommodations for persons for whom English is not their first language?			