



# Scarborough Health Network (SHN) Accessibility Plan

2024-2027

This publication is available on the hospital's website and in alternative formats upon request.

[www.SHN.ca](http://www.SHN.ca)

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## Purpose of the Accessibility for Ontarians with Disabilities Act

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), with the primary goal of an accessible Ontario by 2025. The purpose of the AODA is to develop, implement and enforce standards for accessibility for Ontario employers, related to ensuring that goods, services, facilities, employment, accommodation and buildings are accessible and inclusive. To this end, the AODA mandates that each hospital prepare an annual accessibility plan.

The AODA highlights the following five standards:

- 1. Customer Service Standard-** The provision of service to the public and training of employees in accessibility.
- 2. Information and Communication Standard-** Communication to the public of information through uses of print, electronic devices, telephone or in person to ensure accessible information for all.
- 3. Employment Standard-** Ensuring equal opportunities for hiring and retaining employees and providing all required measures to ensure equitable employment experiences.
- 4. Transportation Standard-** Transportation methods to accommodate persons with disabilities, with an emphasis on seamless access.
- 5. Design of Public Spaces Standard-** Accessibility as provided to the physical environment (examples include ramps and automatic doors).

The AODA standards are part of the Integrated Accessibility Standards Regulation (IASR). The IASR highlights the following general requirements:

1. Provide training to staff and volunteers
2. Develop an accessibility policy
3. Create a multi-year accessibility plan and update it at least once every five years
4. Consider accessibility in procurement and when designing or purchasing self-service kiosks

For additional information, you can access the AODA website: <https://www.aoda.ca>.

## Definitions

**Accessibility:** Giving people of all abilities opportunities to participate fully in everyday life.

**Barrier:** As defined by the AODA, anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. This includes physical barriers, architectural barriers, informational or communications barriers, attitudinal barriers, technological barriers, policies or practices.

Type of Barrier	Definition	Example
<b>Physical &amp; Architectural</b>	Occurs in the environment and prevent access for people with disabilities	Workstations that obstruct the view of a person in a wheelchair, or doorways that are too narrow for a person using a mobility aide
<b>Information &amp; Communication</b>	Arise when a person with a disability cannot easily access, receive, or understand information that is available to others	Website not available to someone with a vision impairment
<b>Attitudinal</b>	May result in people with disabilities being treated differently than people without disabilities	Not addressing a person with a physical, mental, cognitive or developmental disability directly, or forming ideas about a person because of stereotypes or lack of knowledge
<b>Systemic</b>	Occur when policies, procedures, or practices unfairly discriminate and prevent individuals from participating fully	Language in a job posting that prevents a person with a disability from applying where education, experience, or duties are not bona fide requirements for the position
<b>Technological</b>	Occur when technology, or the way it is used, does not meet the needs of people with disabilities	Phones not available for persons with a hearing impairment

**Disability** – As defined in Section 2 of the Act, Disability means:

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a developmental disability;
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

The definition includes disabilities of different severities, visible as well as non-visible, and disabilities of which the effects may come and go.

## Our Commitment to Accessibility

### A Message from David Graham, President & CEO

At Scarborough Health Network (SHN), we believe that accessibility is not just a goal, but a journey. We are dedicated to creating an environment where everyone, regardless of their abilities, can receive exceptional care and participate fully in our community. By actively removing barriers and embracing the diversity and intersectionality of people with disabilities, we are unlocking endless possibilities and potential.

As an organization, we are committed to improving accessibility and promoting health equity across our health network. Our efforts to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) are ongoing, and include compliance with the five standards outlined in the AODA: Customer Service, Information and Communication, Employment, Transportation, and Design of Public Spaces.

Significant progress has been made in improving accessibility. The Accessibility Advisory Committee, which includes representation from various departments within the hospital, Patient and Family Advisors, Canadian Hearing Services, and the Canadian National Institute for the Blind, meet on a quarterly basis to identify and address barriers and provide recommendations for ongoing improvements. Some of the initiatives undertaken include accessibility education and training for all staff and volunteers, the launch of a comprehensive wayfinding project, and a corporate website redevelopment which ensured SHN received AODA/Web Content Accessibility Guidelines 2.0 AA compliance.

In addition to our efforts to improve accessibility, we are also committed to advancing health equity. This means ensuring that all individuals have the fair opportunity to reach their fullest health potential and that no one is disadvantaged from achieving this potential. We are working to address the social determinants of health and reduce health inequities by providing timely and appropriate care to all of our patients, regardless of where they live, what they have, or who they are. As we move forward, our goal remains to achieve excellence in accessibility and health equity. We will continue to work to identify and remove barriers, and to ensure that our hospitals are accessible, inclusive, and equitable for all.

Thank you for your ongoing support and dedication to this important work.

## About Scarborough Health Network

At Scarborough Health Network (SHN), caring for you and your family is not just our job, it is our privilege. Working with our many community and government partners, patients, staff, physicians, volunteers, and donors, we are transforming patient care and outcomes today, and charting a new course to create a healthier tomorrow.

Across our three hospitals and several community-based satellite sites, our programs and services are designed for the specific needs of the Scarborough community. We offer full-service emergency departments; diagnostic, surgery, rehabilitation, and geriatric care; as well as advanced birthing centres for moms, newborns, and growing families. We are leaders and partners in specialty mental health, cancer, and kids' care.

Home to leading minds, our medical expertise and compassionate care are accessed from well beyond our borders. We have Ontario's largest regional nephrology program and regional community-based cardiovascular rehabilitation service. We are the designated cardiac centre for the Central East region of Ontario, and our cardio-oncology clinic is an internationally recognized centre of excellence.

We are proud to be a community-affiliated teaching site for the University of Toronto, in addition to supporting the development of the future Scarborough Academy for Medicine and Integrated Health with the University of Toronto Scarborough. As a member of the Toronto Academic Health Science Network (TAHSN) and partner with other universities and colleges, we are committed to helping to train the next generation of healthcare professionals.

# Our Network

## Three Hospitals



## Multiple Satellite Sites

Scarborough Health Network has several mental health and dialysis satellite sites in the community:

- Hemodialysis Unit – Bridgepoint Health
- Hemodialysis Unit – Corporate Drive
- Hemodialysis Services — Yee Hong
- Mental Health Outpatient Program
- Shoniker Clinic (child/adolescent mental health)
- Pathways | Gatesview House (mental health housing)

## Leading Programs and Services

- 24/7 Emergency Departments
- Critical Care
- General Medicine
- Surgery
- Level 1 Vascular Surgery Centre
- Spine Centre (regional)
- Post-acute Care
- Ambulatory Care Clinics
- Seniors Health
- Maternal Newborn Care
- Kids Care
- Cardiac (regional)
- Stroke Care (regional)
- Nephrology (regional)
- Mental Health
- Diagnostic Imaging
- Cancer Care
- Palliative Care

# SHN by the Numbers





## Why Accessible Health Care is Important

Based on the 2017 Canadian Survey on Disability, 6.2 million Canadians aged 15 and older had a disability. This represents one in five individuals living with a disability in Canada. It is important that our services, products and environment are accessible. Using the AODA as a guide, SHN is striving to go beyond expectations and ensure that we serve patients, employees, professional staff, volunteers and community members in the best way possible.

An accessible SHN means:

- Persons with disabilities receive services and goods in ways that meet their individual needs;
- Information and communications are available in accessible formats to all patients, employees, professional staff, volunteers, visitors and people using the services of SHN;
- Persons with disabilities who are employed or volunteer at SHN are able to participate fully;
- Persons with disabilities are able to physically access spaces at SHN; and,
- All persons are able to provide feedback to SHN on their experiences and concerns related to issues of accessibility.

SHN has an unwavering commitment to improving accessibility and inclusion by removing barriers for people with both visible and invisible disabilities. SHN demonstrates this by continually examining ways in which we can better serve our community. We are committed to creating a welcoming, barrier-free environment for patients, employees, professional staff, volunteers and the community. We are also committed to increasing awareness on accessibility issues and providing accessibility supports to persons with disabilities.

## Accessibility Plan Objectives

SHN has established, implemented, maintained and documented a multi-year accessibility plan outlining the strategies under AODA and the supporting standards to meet its requirements in preventing and removing barriers for persons with disabilities. SHN's multi-year accessibility plan builds on previous years' plans. The plan includes measures that SHN will take to identify, remove and prevent barriers to people with disabilities who work or use the facilities and services at SHN, which includes review of policies, programs, practices, and services. We will review and update the plan annually as we identify and address barriers.

The 2024-2027 accessibility plan is based on input from SHN employees, professional staff, volunteers, patients, visitors, community members and stakeholders. The plan incorporates and addresses the standards and general requirements of the AODA.

## The Accessibility Advisory Committee (AAC)

The Accessibility Advisory Committee (AAC) prepares the multi-year accessibility plan on behalf of the organization and with input from stakeholders. The AAC was established in 2003 at our legacy organizations with representation from hospital staff, patients, patient family advisors, and community partners. The purpose of this committee is to ensure accessibility for all individuals living with disabilities while working, or accessing services, at SHN. This is done by identifying, establishing, and implementing appropriate accessibility measures by removing barriers to full participation. These measures are taken in accordance with the requirements of the AODA and any standards arising from the AODA. SHN's Accessibility Advisory Committee has continued to meet regularly since our previous plan's approval. The Committee includes an Executive Vice-President as the Executive Sponsor and reports to the Senior Leadership Team. Corporately, operating and capital budget allocations will be identified based on accessibility needs and recommendations of the AAC.

### AAC Mandate

1. To establish a three-year Accessibility Plan that contains:
  - a. A report on the status of measures that SHN has taken to remove barriers and implement measures for improved accessibility, and
  - b. A breakdown of recommended initiatives and changes that will remove and prevent accessibility barriers for individuals with disabilities.
2. To develop an annual work plan that reflects the requirements noted above and oversee implementation of the plan.
3. To review the SHN accessibility policy and procedures every three years, or as needed, to ensure the alignment of legislation and current practices.
  - The accessibility policy establishes accessibility standards at SHN in accordance with the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation (IASR) created under the Accessibility for Ontarians with Disabilities Act (2005). This policy applies to all employees, agents, volunteers, physicians, students, patients, families and contracted service staff of SHN. Refer to Appendix A for SHN's

Accessibility Policy, '*Accessibility for People with Disabilities – Integrated Accessibility Standards Regulation*'.

4. To ensure that a training protocol (including current legislation, policies and practices) is established for current and new employees, leaders, physicians, and those returning from a leave of absence.
5. To stay abreast of best practices from other organizations, through knowledge translation of best practices and by sharing information and expertise.

### **AAC Roles and Responsibilities**

The AAC identifies, removes and prevents barriers for persons with visible and invisible disabilities, including patients, employees, professional staff, volunteers, visitors, and community members, by conducting the following activities:

1. Review by-laws, policies, programs, practices and services that cause or may cause barriers to people with disabilities and make recommendations for improvement.
2. Monitor the implementation and ongoing compliance with the five standards outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*.
3. Identify, review, prioritize and remove barriers to accessibility.
4. Review feedback received internally and externally regarding barriers and respond accordingly.
5. Disseminate information to appropriate groups in order to prevent the inclusion of accessibility barriers in remodeled or newly constructed areas.
6. Raise organizational awareness and education on accessibility issues, barriers and government legislation.
7. Develop communications designed to promote staff understanding and sensitivity to the accessibility issues of people with disabilities.
8. Prepare the Accessibility Plan and ensure availability to internal and external stakeholders.
9. Promote the work of the AAC.

## AODA Compliance Achievements

The following table outlines specific AODA requirements and the implementation deadline. SHN is compliant with all requirements. SHN strives to go beyond the requirements of the AODA within our comprehensive accessibility planning work.

AODA Requirement	Implementation Deadline	SHN Status
<b>Training</b> <ul style="list-style-type: none"> <li>Provide accessible customer service training for staff and volunteers to serve customers of all abilities and keep a written record of training</li> </ul>	January 1, 2010	Compliant
<b>Feedback</b> <ul style="list-style-type: none"> <li>Create accessible ways for people to provide feedback</li> </ul>	January 1, 2010	Compliant
<b>Transportation</b> <ul style="list-style-type: none"> <li>Provide accessible transportation services</li> </ul>	July 1, 2011	N/A. SHN does not manage or provide transportation services
<b>Employment</b> <ul style="list-style-type: none"> <li>Provide accessible emergency and public safety information</li> <li>Provide accessible emergency information to staff</li> </ul>	January 1, 2012	Compliant
<b>Policy</b> <ul style="list-style-type: none"> <li>Create an accessibility policy and make the policy public</li> <li>Create a multi-year accessibility plan to help achieve accessibility goals and make the plan public</li> </ul>	January 1, 2013	Compliant
<b>Procurement</b> <ul style="list-style-type: none"> <li>Buy goods, services or facilities that are accessible to people with disabilities – where possible accessibility design, criteria and features are included in bid requirement documents and other methods of purchasing new goods, services or facilities</li> </ul>	January 1, 2013	Compliant

AODA Requirement	Implementation Deadline	SHN Status
<p><b>Self-Service Kiosk</b></p> <ul style="list-style-type: none"> <li>• Include accessibility features when purchasing or designing self-service kiosks (including any interactive electronic terminals that people use to pay parking fees, validate tickets, or access information)</li> </ul>	January 1, 2013	Compliant
<p><b>Information and Communications</b></p> <ul style="list-style-type: none"> <li>• Make it easy for people with disabilities to provide feedback</li> <li>• Train all employees and volunteers on accessibility requirements that apply to their job duties and policies and procedures</li> <li>• Ensure new websites or old websites being significantly updated are accessible</li> </ul>	January 1, 2014	Compliant
<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Make employment practices accessible, including how SHN hires, retains, and provides career development opportunities</li> <li>• Document processes for developing individual accommodation plans and return-to-work plans</li> </ul>	January 1, 2014	Compliant
<p><b>Information and Communications</b></p> <ul style="list-style-type: none"> <li>• Make public information accessible when requested</li> </ul>	January 1, 2015	Compliant
<p><b>Design of Public Spaces</b></p> <ul style="list-style-type: none"> <li>• Make new or redeveloped public spaces accessible</li> </ul>	January 1, 2016	Compliant
<p><b>IASR General Requirements</b></p> <ul style="list-style-type: none"> <li>• File accessibility reports based on stated deadlines in the AODA</li> </ul>	December 31, 2020	Compliant
<p><b>Information and Communications</b></p> <ul style="list-style-type: none"> <li>• Accessible Websites and Web Content. Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A</li> </ul>	January 1, 2021	Compliant

## Our Actions to Achieve Excellence in Accessibility

SHN is taking the following actions to drive excellence in accessibility to meet or exceed the five accessibility standards.

### 1. Customer Service Standard

*The customer service standard outlines requirements for service providers to make their goods, services, and facilities accessible for customers or patrons with disabilities.*

SHN ensures that accessibility training is administered to all staff, professional staff, volunteers, agents, students, contractors and others who deal with the public or other third-party vendors on behalf of SHN, as well as to those who are involved in the development and approval of accessibility policies, practices and procedures.

Mandatory training is provided to new hires during SHN's employee onboarding, and all other individuals are required to complete a web-based training module at minimum, every two years. Training records are maintained for all participants and leaders are accountable for promoting compliance.

The content of the training outlines relevant accessibility standards and regulations, Ontario Human Rights Code and how to serve persons with various disabilities and service needs (such as individuals who are deaf, deafblind; individuals with intellectual and learning disabilities, mental health, mobility, speech impairments, vision loss; and individuals who require support persons and/or assistive devices).

SHN also conducts one-hour monthly Equity, Diversity and Inclusion (EDI) virtual education sessions covering a variety of anti-oppression topics such as anti-racism, homophobia and transphobia, conflict-resolution methods, gender equity, and spiritual wellbeing, among others. The purpose of these sessions is to create a safe space for our staff to explore new and familiar concepts with a sense of safety and to unlearn embedded biases and prejudices. We invite internal and external guest speakers to share their expertise in the topics of interest and share lived experiences and evidence-based strategies to eliminate behaviors and beliefs that can contribute to toxic work environments.

In addition, SHN in partnership with the CNIB hosted a virtual training session in 2023 for all staff and volunteers. The focus of this training session was to provide attendees with the knowledge and tools to work more effectively with patients who are blind or have a vision impairment. This session was offered in addition to the mandatory training on accessibility, which all new hires attend as part of SHN's

employee orientation/onboarding procedures. All other individuals are required to complete a web-based training module at least every two years.

## **Other Customer Service Initiatives**

### **Patient Assistance Program – Call Ahead Volunteer Assistance (CAVA)**

- Patients or visitors can call to reserve a volunteer up to 24 hours before their hospital visit. Patients call a dedicated phone extension number prior to their arrival at the hospital to arrange for a volunteer to meet them at the entrance and assist them in navigating the hospital for their appointment. Accreditation Canada identified this initiative as a leading practice in December 2016.
- This program also includes an option for departments to call ahead for a volunteer to support inpatients in navigating to the exit when leaving the hospital.

### **Patient Assistance**

- SHN volunteers play a valuable and impactful role. They answer questions, provide wayfinding support to patients, and enable patients to arrive at their scheduled appointment without any difficulty.
- Staff at Patient Registration Kiosks are also available to assist anyone who needs help with registering upon their arrival to the hospital.

### **Service Animals**

- SHN is committed to welcoming people with disabilities who are accompanied by service animals (dogs) to all areas of the hospital unless excluded by law or public health concern (Appendix A - SHN Accessibility Policy, Section 17.1).

### **Improving Communication and Patient Satisfaction**

- At SHN, people with disabilities also reflect the cultural, linguistic and racial diversity of the Scarborough community. For our patients with linguistic barriers, SHN has made enhancements to Video Remote Interpretation (VRI) Service to provide interpretation support during virtual sessions. This allows healthcare providers and patients to communicate with the assistance of an interpreter, facilitating ongoing provision of high-quality care to our community.
- Dual-handset interpretation phones have been installed at the Information Booths at the General and Centenary hospitals to allow volunteers to assist patients and families with language barriers. Interpretation phones are also available in the clinical areas of all three hospitals.
- For patients who are deaf and/or hard of hearing, we offer sign language interpretation services on-site and via VRI at all three hospitals.

- SHN partnered with Canadian Hearing Services to provide sign language interpreters with clear masks. This allowed patients to be able to lip read and continue to observe safety measures.
- Over the years, we have increased the number of on-site face-to-face interpreters at all three hospitals to provide language support to our patients with language barriers.
- Additionally, we have an Employee Assistance Program vendor with increased language capability for staff and families.

## 2. Information and Communication Standard

*The Information and Communications Standard lists rules for organizations to create, provide, and receive information and communications that people with disabilities can access. The standard gives all people an equal chance to learn and be active in their communities.*

### Telecommunications

There have been a number of improvements in Telecommunications at SHN that support enhanced accessibility. For example, at the Centenary hospital, pay phones are installed at a lower height for wheelchair access. In addition, closed-circuit television sets are mounted in public areas for public information announcements related to health issues.

Telephones are volume controlled for the hearing impaired across our three hospitals. We have TTY phones available on certain clinical units, or through switchboard for patient use. Patient phones now have larger buttons and volume control for hearing impaired persons.

In addition, we offer telephone, in-person, on-demand and video remote interpretation services in more than 240 languages for persons who do not speak English.

### Communications and Public Affairs

In July 2022, SHN launched our new public website, which follows AODA Communication Standards and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. The website is a main channel for sharing hospital information with the public, including continuing to help the community to access COVID-19 related services.



SHN launched our new shared intranet site in 2019, known as MyNetwork. The site was created with Microsoft 365 SharePoint, and includes accessibility features that make it easier for people with disabilities to use.

### **Communication and Format of Documents**

Upon request, SHN will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- In a timely manner that considers the person's accessibility needs due to disability;
- At a cost that is no more than the regular cost charged to other persons;
- In consultation with the person making the request in determining the suitability of an accessible format or communication support; and,
- By notifying the public of available accessible formats and communication supports.

### **Notice of Availability of Documents:**

SHN will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07), upon request. Notice of availability will be provided on the website and through other printed methods.

### **Other Information and Communication Initiatives**

#### **Information and Technology Devices**

- End user computer systems are deployed with ease of access software built in, to aid in making the work environment more accessible. This includes, but is not limited to: Screen Magnifier; High Contrast Mode; On-Screen Keyboards; and Speech Recognition (limited use).
- Staff can also request additional accommodations that the Information Technology department will evaluate for use and compatibility with hospital systems.

#### **Improving Accessibility in Public Spaces**

- Appropriate signage has been developed to ensure that patients who are in wheelchairs are aware of an accessible entrance near the Emergency Departments at all three hospitals.

#### **Communications Plan**

- Our Communications Plan is updated on a regular basis. The goal of the

Communications Plan is to promote awareness and inform patients, families, staff and visitors regarding available accessibility services.

- SHN has created a channel for feedback from stakeholders. SHN will, upon request, provide or arrange for accessible formats for persons with disabilities. This includes our feedback process. If the client/patient has a specific requirement, they can contact [communications@shn.ca](mailto:communications@shn.ca).

#### Format of Communication

- Printed and online communications materials are appropriately designed to meet accessibility standards, including colour, fonts, language, etc. Upon request, SHN will provide accessible documents, materials or information in alternate formats to our patients.

### 3. Employment Standard

*The Employment Standard requires that employers must make their workplace and employment practices accessible to potential or current employees with disabilities.*

SHN is committed to providing an employment environment that ensures people with disabilities are able to participate fully as applicants and employees of SHN.

#### Review of Corporate Policies

- In 2023, Workplace Diversity and Inclusion conducted an in-depth review of corporate policies that address discrimination in the workplace to ensure that our policies were inclusive. The focus was on three policies: Code of Conduct policy; Workplace Harassment and Violence Prevention policy; and Recruitment policy.

#### Pre-placement Screening

- At SHN, all new hires are asked in the Pre-employment Health History Questionnaire if they have had a previous or current workplace accommodations or limitations that may limit their ability to perform the physical demands of their job. The health history questionnaire is screened by the Occupational Health nurse who follows up with the new hire for further information and referral to the Disability Team as required. The Pre-employment Health History Questionnaire additionally asks if the new hire has an impairment that would limit their ability to respond to and safely exit the hospital in an emergency or during an evacuation procedure. If reported “yes”, the new hire AODA exit plan is initiated.

#### Temporary Accommodation

- Based on supporting medical documentation, the Workplace Health and Safety Disability Team facilitates the development of temporary accommodation for employees with temporary disabilities in the form of temporary modified duties or graduated return to work plans which assist an employee in successfully returning to work or remaining at work during a period of recovery.

### Staff Accommodations

- When an employee is unable to perform their regular duties on a long-term basis, the Workplace Health and Safety Disability Team works with the employee, manager, and human resources to establish a suitable accommodation. This might be within the employee's own department or in a vacant position that meets the employees' restrictions, skills and experience while still supporting the operational needs of the organization.

Workplace Health and Safety continue to develop exit plans for employees when their disability could potentially affect their ability to safely exit the building during an emergency. These plans are reviewed and updated, as needed, if any changes in their medical condition arises.

### Exit Plans for Emergencies and Exit Plans for Accommodation Review Process

- An Exit Plan is a written document that outlines the employee's restrictions, barriers to safe exit and the specific strategies in place to assist the employee with safely exiting the building during an emergency.
- The document is signed by all parties (Employee, Union, Human Resources, Manager and Workplace Health and Safety) at the accommodation / exit plan meeting.
- Accommodations and Exit Plans are reviewed on a regular (annual) basis.

### Other Employment Initiatives

- Review/revision of policies related to employment and harmonization of employment policies across all three hospitals.
- Policies on code of conduct and workplace harassment and violence have been reviewed and updated with a diversity and inclusion lens.
- SHN has invested in online training on how to conduct workplace investigations including those matters covered by the Ontario Human Rights Code.
- An initial cohort of leaders and staff has completed workplace violence prevention and safety training and plans are underway to extend this training to a larger group.

## 4. Transportation Standard

*The Transportation Standard requires transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities.*

SHN is committed to meeting the transportation needs of people with disabilities. Although SHN does not provide any transportation services to those with disabilities,

the hospital has taken the following measures to facilitate patient access to transportation.

SHN provides telephones with a direct line to a taxi company at no charge. The service is self-pay and provides access to a car or van provided by the taxi company.

Volunteer assistance is available to those who are unable to use or access a telephone line.

## **5. Design of Public Spaces Standard**

*The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.*

This standard helps remove barriers in buildings and outdoor spaces for people with disabilities. SHN will comply with this standard when undertaking any new construction and redevelopment of public spaces in the following areas:

- Parking
- Intersections from a pedestrian perspective
- Maintenance of the spaces

In addition, SHN ensures that accessibility is a key consideration in the hospital's master planning process and is a priority in the design of new builds. Partnering with the Government of Ontario, we are working through the stages of approval for these projects:

- New Emergency Departments at our Birchmount and Centenary hospitals;
- New Diagnostic Imaging Concourse at our General hospital;
- Revitalized Chronic Kidney Program across Scarborough with the Bridletowne Neighborhood Centre (a central hub for the community).

Over the next three years, SHN will continue work on designing the new hospital at Birchmount, Bridletowne Neighbourhood Centre, the Community Mental Health Hub (opens 2024), and an education building to support new students through The Scarborough Academy of Medicine and Integrated Health (SAMIH) – all of these will incorporate accessibility requirements in the planning.

With the expansion of our Emergency Departments, families in the community will have faster access to care that meets their growing needs. Our goal is to maintain continued investment in each of our hospitals and to deliver the best care for all residents of Scarborough.

## Other Design of Public Spaces Initiatives

### Automated Doors

- Automated doors were installed in select locations at our Centenary and Birchmount hospitals to promote safe entry and exiting.

### Rest Areas

- Rest areas are in place in public spaces across all three hospitals. Cafeteria seating is configured to allow wheelchair access.

### Patient Rooms

- Wheelchair accessible showers and elevated tubs were installed in several locations across our hospitals and ceiling mounted lifts were installed, or portable lifts were made available, in select inpatient care areas.

### Accessible Washrooms

- More wheelchair accessible washrooms were installed to promote accessibility for patients. Automatic door operators were added to the Birchmount hospital, and existing ones have been replaced. We continue to improve accessibility of washrooms by installing L type grab bars in all hospitals.
- Accessible washrooms will also be included in the upcoming major expansions of the Emergency Departments at the Birchmount and Centenary hospitals (expected completion by 2024).

### Staxi Chairs

- The number of Staxi Chairs was increased at General and Birchmount hospitals to meet the needs of our patients.

### External

- Accessible parking spaces are maintained at all three hospitals, exceeding the standard. Designated parking spots for pregnant women were created at Centenary hospital. Leveling of the ramps has been completed for all three hospitals (from the parking lot to the front entrance sidewalks).

### Elevators

- Recent upgrades to elevators include braille, light up numbering and voice activation.

### Patient Registration Kiosks

- In 2021, patient registration kiosks were implemented at all three sites to facilitate patient self-registration for appointments. All accessibility measures were taken into consideration at the time of deployment of this equipment.

## Wayfinding

- Accessibility was a key consideration in the hospital's master planning process and is a priority in the design of new builds at SHN.
- A pilot project was implemented at Birchmount last December 2022 whereby patients and visitors are able to access a QR code to be able to see maps and wayfinding instructions to destinations within the hospital from their mobile devices. This is a web-based tool developed by Volunteer Services to provide a virtual option to assist with easy navigation. This tool is a temporary interim measure to improve wayfinding until the corporate wayfinding project is complete.
- The Corporate Wayfinding Project is a multi-year plan that was officially implemented in July 2023. Our launch occurred on October 10th, wherein we successfully incorporated our new nomenclature with our patient-facing Epic and application systems. This includes our registration kiosks, patients' My Chart app, Twilio appointment reminders and all electronic referral letters. Patients will now be able to sync their appointments with a single clinic name to their destination. Much of the physical signage from the main doors to clinic doors will be installed by the end of February 2024. For this year, all destination signage has been put up to have clinics be identified with their (new) naming conventions. All new signs have braille included and are AODA compliant. We are also actively exploring options to consider not just the AODA, but also the new Code + which addresses seniors' needs.
- SHN is working with an external consultant to develop a new and consistent wayfinding system for all three hospitals to improve accessibility for patients and visitors. This will improve the patient experience at our hospitals by providing straightforward, intuitive and clear directions when navigating through the hospitals (expected completion date for this project is April 2024).
- In addition to requirements under the Act, SHN will address wayfinding signage and perform annual audits to determine future planning requirements for accessibility.
- In any new capital projects involving major renovations, accessible washrooms are included in the design. In the Diagnostic Imaging Redevelopment Project, a new universal washroom is being constructed on the basement level of the General Hospital West Wing.

Overall, these accessibility improvements mean that patients and visitors with disabilities receive better services through inclusion efforts. These individuals would likely be more willing to visit and receive care at SHN knowing that it is a safe, barrier-free and accessible environment.

## Communication of Our Accessibility Plan

SHN makes its Accessibility Plan available to employees, medical staff and the community.

*Internally:* Posting the Accessibility Plan on SHN's intranet site, which enables all employees and medical staff to consult or refer to the plan. The Accessibility Plan will also be shared with Leadership Forum via email and shared in a corporate newsletter.

*Externally:* Posting of the most recent plan on SHN's website, to ensure that patients, families and the community at large have access to the plan.

## Accessibility Work Plan 2024 - 2027

This proposed high-level work plan uses the five AODA standards as a framework to outline SHN's Accessibility Plan 2024 - 2027. This plan will be adapted as needed to respond to organizational or legislative requirements.

Standard	Lead	Initiative	2024 -25	2025 -26	2026 -27
<b>Customer Service Standard</b>	Human Resources	Accessibility training to all physicians, leaders and employees	X	X	X
	Organizational Development	PeopleFirst: Compassionate care training for customer service to all physicians, leaders, and employees	X	X	X
	Health Equity, Patient and Community Engagement	Accessibility training sessions in partnership with the Canadian Hearing Service (CHS) and the Canadian National Institute for the Blind (CNIB)	X	X	X
	Health Equity, Patient and Community Engagement	Inclusive Language Training in partnership with The 519/Rainbow Health	X		X
	Health Equity, Patient and Community Engagement	Continued implementation of SHN's EDI Strategy 2022-2025, and strategy refresh.	X	X	X
<b>Information and Communication Standard</b>	Communications	Web Accessibility (WCAG 2.0 levels AA)	X	X	X
		Accessible digital content (with print options)	X	X	X
		Inclusive formatting (simplified language, bullets, icons, etc.)	X	X	X
		Recordings of education, staff town halls	X	X	X
	Health Equity, Patient and Community Engagement	Increase knowledge and awareness about Interpretation Services	X	X	X



<b>Employment Standard</b>	Human Resources and Organizational Development	Policy review	X	X	X
		Workplace investigation training	X	X	X
		Workplace mental health training	X	X	X
<b>Transportation Standard</b>	<b>Not Applicable to SHN</b>				
<b>Design of Public Spaces Standard</b>	Facilities Planning, Redevelopment and Project Management Office	Washroom audit to check for accessibility. Create a prioritization matrix to address concerns	X		
		Washroom upgrades to address accessibility requirements	X	X	X
		Provision of a universal washroom by Centenary 2 <sup>nd</sup> Floor. per OBC requirements			X
		Digital wayfinding – provide a digital screen directory by main points of entrances	X	X	
		Provide digital screens for patient information by clinics and main waiting areas	X	X	
		Continue on provision of signage within the clinical and non-clinical areas	X	X	X
		Provision of lactation rooms for nursing parents	X		
		Consider gender equality and inclusion as part of common areas e.g. washrooms, staff locker rooms by way of signage and space allocation	X	X	X

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## PURPOSE:

Scarborough Health Network (SHN) is committed to providing a respectful, positive, welcoming and inclusive environment to serve persons with disabilities. Our organization strives to provide a barrier-free environment where people with disabilities have the same opportunities to access our care and services.

This policy establishes accessibility standards at SHN in accordance with the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation (IASR) created under the Accessibility for Ontarians with Disabilities Act (2005). This policy applies to all employees, agents, volunteers, physicians, learners, patients, families and contracted service staff of SHN.

## POLICY STATEMENT:

Since 2021 SHN has been fully accessible by ensuring full compliance of accessibility standards in six areas: General Requirements, Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces.

Goods and services will be provided in a manner that respects the dignity and independence of all customers. The provision of services and communications to persons with disabilities will be carried out in a manner that considers specific and individual needs. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of the organization.

## DEFINITIONS:

**Accessibility:** Giving people of all abilities opportunities to participate fully in everyday life.

**Assistive Device:** An assistive device is any device that is designed and/or adapted to assist a person to perform a particular task. Assistive devices include specialized aids and devices that enable people with disabilities to carry out their everyday activities. These include, but are not limited to, wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches and personal sound amplification devices. An assistive device may be their own personal device, or one supplied by SHN.

**Barrier:** As defined by the Accessibility for Ontarians with Disabilities Act, 2001, anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. It includes a physical barrier, an architectural barrier, an informational or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

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**Disability:** As defined in Section 2 of the AODA, disability means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other support animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; and/or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;
- The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of may come and go.

**Guide Dog:** A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations: R.S.O. 1990, c. B.7, s. 1(1). Additionally, the Blind Persons Rights Act, defines a guide dog as a dog that has been trained at one of the facilities listed in Ontario Register 58 under the *Blind Persons' Rights Act* to act as a guide dog for people who are blind.

**Emotional Support Animal:** An animal who has proper documentation provided by a Certified Health Professional to provide support to the patient entering our doors.

**Integrated Accessibility Standards Regulation (IASR):** Standards that build upon the Accessibility for Ontarians with Disabilities Act (2005) and contain six areas of focus to make Ontario accessible by 2025: General Requirements, Customer Service, Information and Communication, Employment, Transportation and Design of Public Spaces. As defined by the Ministry of Economic Development, Trade and Employment, the IASR establishes the compliance framework for obligated organizations. The IASR applies to all public, private and not-for-profit organizations, with at least one employee.

**Essential Care Partner:** An individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to goods or services. The support person could be a paid personal support worker, a volunteer, or friend or family member. They don't necessarily need to have special training or qualifications.

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## PROCEDURE:

### Section 1: Providing Goods and Services to People with Disabilities

SHN will ensure people with disabilities will be provided with equitable access to goods, services, engagement opportunities, facilities and/or employment provided by SHN taking into account the person’s disability. All documents related to the purchasing of goods and services for the organization include clauses that incorporate accessibility considerations in accordance with Mohawk Medbuy Procurement policy/procedure.

### Section 2: Procurement

SHN will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities through a variety of methods including asking potential suppliers about accessible options they offer and incorporating accessibility considerations (in accordance with Mohawk Medbuy/Procurement) in all sourcing documents where applicable (e.g. Request for Proposals, Request for Quotations).

### Section 3: Kiosks

SHN will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

### Section 4: Communication and Format of Documents

Upon request, SHN will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- In a timely manner that considers the person’s accessibility needs due to disability;
- At a cost that is no more than the regular cost charged to other persons;
- In consultation with the person making the request in determining the suitability of an accessible format or communication support; and
- Will notify the public of the availability of accessible formats and communication supports, upon request.

#### Examples of accessible formats and communication supports (not limited to):

- HTML or MS Word formats;
- Read, write or draw;
- Assistive listening devices;
- Sign language interpreters;
- Large print;
- Braille;
- Accessible audio formats;
- Captioning or audio description;
- Repeating, clarifying or restating information.

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## Section 5: Notice of Availability of Documents

SHN will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (Ontario Regulation 429/07) upon request. Notice of availability will be provided on the website and through other printed methods.

## Section 6: Accessible Internet Websites and Content

SHN’s internet websites and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA in accordance with the schedule set out in the integrated accessibility standard.

## Section 7: Notice of Temporary Disruptions

SHN will provide notice to the public in the event of planned or unexpected disruptions in the facilities or services usually used by people with disabilities. These notices will include information about:

- The reason for the disruption;
- How long the disruption is expected to last;
- A description of any available alternative facilities, services or resources.

All disruptions to accessibility services must be reported to the Facilities Department so that a notice of temporary disruption can be issued. Disruptions of a serious or prolonged nature must be reported to the Government Relations and Communications department. Notices of temporary disruption may be:

- Posted in large print in key areas of the hospital, such as at public entrances and on service counters, as determined by Government Relations and Communications;
- Posted on SHN’s public website (if public disruption) or communicated via Sharepoint or email (if internal disruption) so staff are aware and can appropriately guide individuals with disabilities to alternative services, if available;
- Issued to the local media through news releases in the case of serious and longer-term disruptions in accessibility services;
- Notices communicating a temporary disruption to SHN service will be in:
  1. English, Tamil and Chinese
  2. Suggested use of Arial font style
  3. At least 24-font size
  4. High contrast colours such as black and white and easy to read

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## Section 8: Inclusive Meetings

SHN will strive to ensure all meetings are organized, coordinated, and planned to accommodate persons with disabilities and will arrange for appropriate requests based on the individual's disability.

## Section 9: Telephone Services

SHN will provide accessible telephone service, including, but not limited to, TTY and relay services and will train all applicable employees, volunteers and others working with the public on how to communicate over the telephone in clear and plain language.

## Section 10: Assistive Devices

SHN provides assistive devices to assist persons with a disability to access the goods and services at the organization. SHN will ensure that relevant staff members know how to access and use the assistive devices that are available and that there are instructions available for these devices. These include, but are not limited to:

- Staxi Chairs - available at all three hospitals;
- Accessible washrooms - available at all of our locations;
- TTY and access to sign language interpreters are available for deaf, deafened, and hard of hearing patients;
- Uniphone 1000 TTY (for patient's room);
- Hearing Stickers;
- Pocket Talker Pros/Stetoclip Headsets with Adapters;
- Call Alert 100;
- Neck Loop;
- In-Line Phone Amplifier;
- Alert Master 6000 (for labour and delivery).

If units/departments require assistive devices, the Canadian Hearing Services ([www.chs.ca](http://www.chs.ca)) can be contacted at 416-964-9595 to place an order. Units/departments will be responsible for any charges/fees related to ordering any assistive devices.

## Section 11: Feedback Process

SHN will ensure that the process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. It is the responsibility of SHN staff and physicians to respond to patient, family and visitor feedback. These situations are best resolved by those most closely associated with the patient and their family. The Patient Relations department is also available to assist in the resolution and/or response to complex issues.

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Individuals with compliments, concerns or feedback may access the hospital’s public website’s Patient Relations webpage at <https://www.shn.ca/patient-relations/>

## Section 12: Emergency Procedures, Plans or Public Safety Information

SHN will make information about emergency procedures, plans or public available to the public in an accessible format upon request, as well as include on the hospital webpage to ensure their safety when at the hospital. Accessible formats of requested documents will be provided in a format that meets the needs of the requested individual.

## Section 13: Workplace Emergency Response

SHN will provide individualized workplace emergency response information to employees who have self-identified a disability.

## Section 14: Employment

SHN will meet the requirements as set out in the schedule of the Integrated Accessibility Standard Regulation for all areas of employment.

## Section 15: Multi-Year Accessibility Plan

SHN will establish, implement, maintain and document a multi-year accessibility plan outlining SHN’s strategy under AODA and the supporting standards to meet its requirements in preventing and removing barriers for persons with disabilities. The multi-year plan will be posted on the hospital’s public website for the public to have access, as well as the Sharepoint site for staff to view.

## Section 16: Accessibility Training

SHN will provide and ensure training is administered to all staff, volunteers, agents, students, contractors and others who deal with the public or other third party on SHN’s behalf, and those who are involved in the development and approval of accessibility policies, practices and procedures.

Mandatory training will be provided to new hires during SHN’s employee orientation, and all other individuals will be requested to complete a web-based training module at minimum, every 2 years. Training records will be kept for all participants.



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Content of training will outline relevant accessibility standards and regulations, the Ontario Human Rights Code and how to serve persons with various disabilities and service needs (such as individuals who are deaf, deafblind, intellectual and learning disabilities, mental health, mobility issues, speech impairments, vision loss and those who require support persons and assistive devices).

## Section 17: Use of Service Animals, Safety and Support Persons

### 17.1 Service Animals

We are committed to welcoming people with disabilities who are accompanied by service animals to all areas of the hospital unless excluded by law or public health concerns. Exclusions at SHN include: The Intensive Care Unit (ICU), Operating Room (OR), Coronary Care Unit (CCU), Acute Medical Unit (AMU), Acute Surgical Unit (ASU), minor procedure rooms, hospital laboratories, PACU, Cath lab, Oncology clinic/inpatient unit, dialysis, burn units, kitchens, isolation rooms for infectious illness and colonization with an antibiotic resistant organism, labour and delivery, medication preparation areas, nurseries, sterilization areas (SPD) and clean or sterile supply storage areas.

When people with disabilities are accompanied by a service animal, the following must be noted:

- The service animal must have current vaccinations and the owner of the animal may be asked to provide a certificate of vaccination;
- The service animal must be free of any parasites, fleas/ticks, diarrhea and exposed skin lesions;
- The service animal must have recently been bathed;
- Patients with service animals cannot be placed in a room with another patient who has an allergy to the service animal;
- Persons who object to a service animal being in close proximity will be provided with alternative arrangements so as not to negatively impact access to services requested;
- Service animals may be evicted or excluded from SHN from its owner **only** for the following reasons:
  - If the animal's behavior poses a direct threat to safety towards other patients or staff members;
  - If contraindicated by the attending physician for sound medical and/or safety reasons;
- If a patient must be removed from their service animal while in the hospital, the health care provider must contact the owner's next of kin, support person or emergency contact to come to the hospital and assume responsibility of the service animal. Appropriate arrangements must be made to address the patient's needs in the absence of the service animal;
- If a person with a disability is prevented from accessing their service animal, the hospital will, where appropriate and available, arrange an alternate service to allow that person to access hospital services.



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## 17.1.1 Responsibilities

- **Owner:**
  - a. People accompanied by service animals are responsible for the care and supervision of their service animals;
  - b. SHN will not accept responsibility for service animal's care while the service animal is on the premises. It is the owner's responsibility to plan for their animal's care.
- **Clinical Area Charge Person:**
  - a. Area Charge Person is responsible to ensure they inform staff of the role of the service animal, and how to interact with the patient and animal in clinical and nonclinical settings;
  - b. Patients, visitors and other staff and volunteers working on the unit should be notified of the service animal's presence and address any concerns (e.g. allergies);
  - c. Instructions as to how the service animal should be fed, cared for and handled should be discussed with the owner and staff members.
- **Staff (including physicians):**
  - a. Staff members are obligated to allow the service animal to accompany the patient at all times except where noted otherwise (see above);
  - b. Staff are to inform IPAC when a pet, Service Animal or Emotional Support Animal is visiting the hospital and reference SHN-IPAC-012 (Pet Policy) to ensure alignment with hospital standards
  - c. Actions such as talking, toileting, interacting, feeding, touching or making eye contact with a service animal should be avoided at all times as the animals are working and need to stay focused;
  - d. Staff members should remember to never separate the patient from the service animal. If uncomfortable providing care to the patient with a support animal, finding an alternative professional who will provide that care and documenting this in the patient's health record is advised.
- **Environmental Cleaning:**
  - a. The unit should notify Environmental Services (EVS) ahead of the visit so routine cleaning can be performed following the pet visit;
  - b. All surfaces must be wiped using the hospital grade disinfectants as identified by handler or manager on the unit, this will include elevators.

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- **Animal Waste:**
  - a. If animal waste occurs at any time during the visit, the animal owner will be responsible for immediate cleaning of the area;
  - b. The owner will be provided with the following materials: disposable gloves, plastic bag and a container of a germicidal cleaning agent;
  - c. Environmental services must be notified to ensure a thorough cleaning and disinfecting of the area.

## 17.2 Safety

If a staff member is reportedly bitten, scratched or injured by a service and/or emotional support animal, a safety report must be completed in the electronic incident reporting system detailing the name of the injured, circumstances and nature of the injury. The Workplace Health and Safety Department must be notified and if necessary, staff should be assessed in the Emergency Department.

If a patient is reportedly bitten, scratched or injured by a service and/or support animal, the most responsible provider must be notified. Additionally, an incident report must be completed, and Workplace Health and Safety will also be notified and file a safety report if the incident involves hospital staff.

If a visitor is reportedly bitten, scratched or injured by a service and/or emotional support animal, they should be referred to the hospital's Emergency Department for assessment. The staff should complete an incident report and notify Risk Management.

All bites should also be reported to the nearest Animal Services Centre or by calling 416-338-7297.

### 17.2.1 Support Persons/Essential Care Partners (ECPs)

People with disabilities who are accompanied by a support person have the right to have access to that support person while receiving care and services at SHN. The hospital may, however, limit a support person's access to their person in charge on the basis of medical or safety considerations. For example, if a designated support person has a communicable illness and it is likely that they will put others at risk due to their illness, they may be denied access to their person in charge or to areas of the hospital. Support persons may be denied accompanying the patient in areas such as surgical suites, procedure rooms, x-rays, PACU and recovery rooms if this poses a risk to being present in these areas.

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<b>Issued By:</b>	<b>Executive Vice President, People and Transformation</b>	<b>Revision Date (s):</b>	<b>2023/12</b>
<b>Approved By:</b>	<b>Senior Leadership Team</b>	<b>Page 10 of 11</b>	
<b>Rescinded Policies:</b>	<b>TSH: 1.10.002; RVHS: ADMIN-AD-160</b>		

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If a person with a disability is deprived of access to their support person for this reason, the hospital will assume responsibility for the basic care of the individual with a disability. If possible, situations requiring the separation of the individual and support person will be discussed with the individual in advance and appropriate measures taken.

The hospital may also require the presence of a support person, if it is deemed by staff that a significant amount of risk is incurred by an individual with a disability who is attempting to access hospital services without assistance.

When people with disabilities are accompanied by a support person, the following must be noted:

- All health care providers are to ask the patient directly if they request the support person to be present when personal health issues are being discussed and to document in the patient's health record;
- A support person may be requested to leave the building premises or separated from the patient if the actual behavior poses a threat to the patient or healthcare provider or the attending physician has sound medical reasons. These circumstances must be documented in the patient's health record.

## 17.2.2 Responsibilities

- **Person in Charge:** The person taking care of the patient and delegating necessary information to the hospital staff.
- **Staff and Physicians:**
  - a. Should not remove a patient from their support person without the patient's permission and consent unless there are medical reasons for the separation;
  - b. If a health care provider refuses to provide care to the patient with the support person present, alternative arrangements will be made for the patient to receive care and this will be documented in the patient's health record.

<b>Category:</b>	<b>Corporate Administration</b>	<b>Policy Number:</b>	<b>SHN-ADMIN-AD-012</b>
<b>Subject:</b>	<b>Accessibility for People with Disabilities – Integrated Accessibility Standards Regulation</b>	<b>Date:</b>	<b>2024/02</b>
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## REVIEWED BY:

SHN Accessibility Advisory Committee (2023/12)  
 Policy Working Group (2023/12)  
 Professional Advisory Committee (2023/12)  
 Operations Committee (2024/02)

## APPROVED BY:

Professional Advisory Committee (2023/12)  
 Operations Committee (2024/02)  
 Senior Leadership Team (2024/02)

*Christa Hruska*  
 Christa Hruska (Feb 27, 2024 14:51 EST)

Christa Hruska

Feb 27, 2024

*Michele James*  
 Michele James (Feb 27, 2024 14:56 EST)

Michele James

Feb 27, 2024