



Scarborough Health Network (SHN) Accessibility Plan

Annual Status Report 2020

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

www.SHN.ca

Introduction

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA, 2005) 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.

The AODA highlights the following five standards:

1. Customer Service Standard
2. Information and Communication Standard
3. Employment Standard
4. Transportation Standard
5. Design of Public Spaces Standard

Our Actions to Achieve Excellence in Accessibility

This Annual Status Report outlines our progress on actions taken to meet the requirements of the AODA in 2020. This was a challenging year due to the COVID-19 pandemic. In 2020, Scarborough Health Network (SHN) continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, including:

The Multi-Year Accessibility Plan (2020-23) was approved. To access the SHN Accessibility Plan 2020-23, visit the SHN website, <https://shn.ca>

A significant corporate wayfinding initiative was launched. SHN continues to work 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.

An in-depth review of corporate policies that address discrimination in the workplace was completed. The focus was on three policies: Code of Conduct policy, Workplace Harassment and Violence Prevention policy, and the Dress Code policy.

In October 2020, SHN recognized Disability in Employment Awareness Month. Throughout October, there was a collection of articles and resources posted on our Diversity and Inclusion intranet page to support conversations about accessibility. On October 22, staff had the opportunity to hear the presentation 'Inclusion with Purpose' by Dave Dame who shared insights on the importance of including employees with unique skills, providing support, and removing potential barriers.

This was a supplement to the mandatory training on accessibility, which continues to be provided to new hires during SHN's employee orientation, and all other individuals are required to complete a web-based training module at minimum, every two years.

SHN 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 mental health training and plans are underway to extend this training to a larger group.

Patients or visitors who require mobility assistance can call to reserve a volunteer up to 24 hours before their hospital visit through our Call Ahead Volunteer Assistance (CAVA) program. This program now includes an option for departments to call ahead for a volunteer to support inpatients in navigating to the exit when leaving the hospital.

At SHN, people with disabilities reflect the cultural, linguistic and racial diversity of the Scarborough community. For our patients with disabilities who do not speak English, we increased the number of on-site face-to-face interpreters at all three hospitals to provide language support to our patients with language barriers. This was particularly important in 2020 since the pandemic required visitor restrictions.

Content was increased on our temporary Phase 1 SHN public website which follows AODA Communication Standards and Web Content Accessibility Guidelines (WCAG) 2.0. Level AA. The website was a main channel for sharing information about the COVID-19 pandemic and related services, with the public.

There have been multiple initiatives undertaken to improve our physical spaces, including new automated doors, rest areas, installation of lifts and other equipment to support accessibility, and upgraded elevators.