



Humber River Hospital – Integrated Accessibility Plan 2014 - 2021

This 2014 - 2021 accessibility plan outlines the policies and actions that Humber River Hospital will put in place to improve opportunities for people with disabilities.

Accessibility Policies

Statement of Commitment

Humber River Hospital is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

A copy of this HRH statement of commitment is publicly available and in accessible format, upon request.

Multi Year Accessibility Plans

This HRH Accessibility Plan encompasses the requirements of the *Integrated Accessibility Standard Requirements (IASR)* developed under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

- This multi-year accessibility plan outlines HRH strategy to identify, remove and prevent barriers across the Hospital.
- HRH Accessibility Plan is reviewed and updated at least every five years.
- This plan is posted on our website and is available in an accessible format upon request.
- The Accessibility Plan includes consultation with persons with disabilities.
- An annual report status report is prepared and made public.

Procuring or Acquiring Goods, Services or Facilities & Self Service Kiosks

Humber River Hospital will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- Accessibility features have been incorporated in to the procurement process for self-service kiosks, through the RFP process. This process supports ongoing

identification of how accessibility can be further integrated into the procurement process for self-serve kiosks.

- HRH current self-service kiosks, for example, ATM, parking kiosks have been assessed to ensure they are accessible for persons with disabilities. Current self-service kiosks at HRH were identified as ATM machines; parking kiosks; and the ESAS kiosk in the Oncology Clinic. Each of the kiosks has adequate access paths. Maps and directories for kiosks and free-standing signage in the new building have been designed to meet the accessibility requirements outlined in AODA.

Training

Humber River Hospital will provide necessary training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best aligns the duties of employees, volunteers and other staff members with the needs of persons with disabilities.

Humber River Hospital will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- HRH will provide training on accessibility standards and the Human Rights Code beginning in 2014. This mandatory training is provided for all staff and volunteers. New hires will complete this training in Orientation. Training records are maintained.

Feedback

Humber River Hospital will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

Feedback from the Public

HRH wants to meet and exceed the customer service standards and provide patient and family centred care to people with disabilities. A wide variety of options are currently available for people to provide feedback on accessibility at Humber River Hospital. Feedback is welcomed and appreciated in a variety of formats, including but not limited to:

- Concern Brochure Box (available at wheelchair height)
- Patient Relations Coordinator's office
- Contacting us through our website
- Random Patient Satisfaction Survey
- Patient Relations is reviewing comment forms to increase the visibility of accessibility options.

- Actively solicit feedback on accessibility through our Patient & Family Advisory Councils. Patient satisfaction surveys will include information on how to participate using methods other than the written form. Review existing brochures/pamphlets (i.e., Tell Us How We are Doing) and identify where accessibility feedback could be increased.
- Where information is publicly available and upon request, it will be provided in an accessible format.

Feedback from Employees

HRH conducts biennial employee engagement surveys which are in an accessible format. HRH accepts employee survey feedback in a variety of formats.

Accessible Formats and Communication Supports

HRH will provide information and communication in an accessible manner about their goods, services or facilities on request. This information will be provided in a timely manner.

Emergency Procedure Plans or Public Safety Information

HRH will provide emergency procedures, plans or public safety information in an accessible format as soon as practicable, upon request.

As well, Humber River Hospital is committed to providing patients and their families with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Accessible Websites and Web Content

Humber River Hospital is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Humber River Hospital will ensure all new websites intranet sites, and content on those sites conform to WCAG 2.0, Level A by January 1, 2014. Any requests for persons with disabilities are addressed on an individual basis.

HRH's new website, expected in 2014, will exceed WCAG 2.0 Accessibility guidelines. Humber River Hospital websites and content will conform to WCAG 2.0, Level AA by January 1, 2021.

Employment

Humber River Hospital is committed to fair and accessible employment practices.

HRH currently takes the following steps to notify the public and staff that, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- The “Careers” page of the Hospital website and all internal and external postings identify that accommodations are available during the recruitment process upon request.

Humber River Hospital currently takes the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Employees who require individual accommodation plans and return to work plans are supported through HRH current policies.

We take steps to ensure the accessibility needs of employees with disabilities are taken into account in the application of performance management planning and development, and redeployment processes. Humber River Hospital has taken steps to prevent and remove accessibility barriers identified.

Transportation

Working with Wheel Trans, public and private certified ambulance providers and a variety of homecare and community services, HRH Social Workers arrange for the provision of accessible transportation for people with disabilities who are eligible to use this service.

Design of Public Spaces

Humber River Hospital will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

- Refer to Appendix C for the Accessibility Plan for Redevelopment of the new Hospital.

Humber River Hospital will put procedures in place to prevent service disruptions to its accessible parts of its public spaces by January 1, 2016. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact Nelia Cabral, Manager Human Resources. Phone: 416-747-3083. Email: ncabral@hrh.ca

Accessible formats of this document are available free upon request from: Andrew Aggerholm. Phone: 416-243-8111 extension 8221 or email aaggerholm@hrh.ca

APPENDICES

Appendix A: Humber River Hospital – Accessibility Plan 2014 - 2021

Appendix B: Customer Service Standard Policy

Appendix C: Redevelopment Accessibility Plan