

Humber River Hospital – Integrated Accessibility Plan 2023

This 2023 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 operates several kiosks to aid patients and visitors to park and register for their visit. These kiosk located at the acute care hospital site were designed and are maintained in accordance with accessibility legislation. If the public does not feel comfortable in using the kiosk, in-person registration with HRH staff is still available. A staffed parking office is also on site.

Training

Humber River Hospital provides 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. All training is completed on our Learning management System (LIME) program which is accessed through our online portal or in the Occupation Health department. We partner with AccessForward for our accessibility training.

Feedback

Humber River Hospital will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by June 30, 2023.

Feedback from the Public

HRH wants to meet and exceed the customer service standards and provide patient and family centered 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 and social media
- 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, physician and volunteer 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.

In addition to enabling access to policies and procedures on our intranet site, HRH is launching a digital app to enable HRH staff access to Emergency codes electronically on their digital devices in May 2023.

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's web site conforms to all accessibility guidelines.

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

HRH operates three sites in the city of Toronto – an acute care hospital located at 1235 Wilson Avenue; and two Reactivation Care Centres (RCCs) located at 2111 Finch Ave West; and 200 Church Street.

All three sites meet the Accessibility Standards for the Design of Public Spaces.

Humber River Hospital directly maintains the two Reactivation Care Centres (RCCs). When renovating these older spaces we ensure that any areas that may not meet recently released standards, building codes and/or signage requirements. In 2022 and 2023, significant upgrades to these sites included the addition of accessible washrooms and improved entryways.

HRH partners with Plenary Health Care Partnerships (PHCP) to operate and maintain the acute care hospital site. This partnership is governed by a Project Agreement (PA) and Project Specific Output Specifications. These documents clearly outline that the building is to conform to accessibility standards.

For More Information

For more information on this accessibility plan, please contact Mike Heenan, Executive Vice-President. Phone: 416.242.1000. Email: mheenan@hrh.ca

Accessible formats of this document are available upon request.

