

## **Humber River Health – Integrated Accessibility Plan 2023-2028**

This 2023-2028 accessibility plan outlines the policies and actions that Humber River Health (HRH) will put in place to improve opportunities for people with disabilities.

### **Accessibility Policies**

#### ***Statement of Commitment***

Humber River Health 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.

### **Aligning Accessibility with HRH's Commitment to Diversity, Equity and Inclusion**

Given AODA requires the entire organization to participate in the ensuring barrier-free access to services, HRH has recently created a Diversity, Equity and Inclusion Committee lead by our Manager of EDI. This committee and manager will be the stewards of, and be accountable for the AODA compliance program to ensure HRH meets its EDI mandate and includes all those who needs barrier free access to participate in our organization.

### **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 Health operates several kiosks to aid patients and visitors to park and register for their visit. The kiosks are located at the acute care hospital site and were implemented in November 2015. They were designed and are maintained in accordance with accessibility legislation. Humber River Health also operates several way-finding kiosks to support patients and visitors in navigating hospital grounds.

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.

As part of onboarding, new staff are required to complete training on the Ontario Human Rights Code (OHRC) & *Accessibility for Ontarians with Disabilities Act* (AODA). The course has been designed to meet the training requirements for section 7 of the AODA as applicable to hospitals in Ontario. The course has been divided into 5 parts, followed by short quizzes.

## **Feedback**

Humber River Health ensures feedback processes are accessible to people with disabilities.

### ***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 Health. 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***

At Humber River Health, we conduct a biennial Staff, Physician and Volunteer engagement survey to seek feedback. We began these surveys in 2012 and have conducted them every 2 years since. Our most recent surveys were conducted in February 2020 and May 2022. Within the survey, we ask questions about three key themes:

- Job Specific Questions
- Department Specific Questions
- Organization Specific Questions

We have specific questions to seek feedback from Staff, physician and volunteers on how strongly they feel that HRH is a physically and psychologically safe place to work.

From the engagement survey, both corporate and department action plans are

developed to support the process of continuous workplace improvement. At a corporate level, the following topics were of key focus from our 2022 engagement survey:

- Recognition
- Corporate Communication
- Individual Well-being
- Professional Development

Our next engagement survey to seek feedback from Staff, Physicians and Volunteers will be launched in 2024.

HRH management also continually rounds in department areas asking staff what systems and processes need fixed and if there are any safety issues, they are forwarded to Occupational health or facilities.

In addition to the biennial engagement survey, we also conducted the Canadian Centre for Diversity and Inclusion (CCDI) Diversity Census and Inclusion Questionnaire in Nov-Dec. 2020. This survey allowed us to better understand from those that responded representation of racialized persons and persons with a disability across the organization. In addition the demographic data this census provided, 13 inclusion questions relating to topics such as feeling included, support for wellness, fairness and accommodation support. Actions that were implemented because of the CCDI Diversity Census and Inclusion Questionnaire included the development and launch of our EDI Advisory Committee, launch of our HRH Land Acknowledgement, and development of a dedicated EDI intranet site available to all staff, physicians and volunteers with a section for resources to promote inclusiveness at a department level.

## **Accessible Services**

### For the Hearing Impaired

Telecommunications devices for people who are hearing-impaired (such as Pocket Talkers and other assistive devices) are available to patients. If you require an assistive device, please inform the clinic/unit staff in advance of your visit to HRH, and they will make the necessary arrangements. Accessible telephones are available throughout the Hospital.

### Sign Language Interpreter

If you require a Sign Language Interpreter, please inform the clinic/unit staff in advance of your visit to HRH and they will make the necessary arrangements. There will be no

charge to you for this service. Sign language interpretation is offered in American, French and British.

### Language Interpreters

If you would like to arrange to have an interpreter who speaks your language, please inform the clinic/unit staff in advance of your visit to HRH and they will make the necessary arrangements.

### Service Animals

Your service animal is welcome to accompany you to your appointments. If you will be admitted to Hospital, please inform the surgical pre-admission/ nursing unit in advance of your admission to ensure that your service animal can be accommodated, and that the appropriate arrangements are made. Please note that there may be situations where alternate plans need to be made, but every effort will be made to accommodate the use of your service animal.

### Patient Escorts

If you need assistance in getting to your destination while visiting HRH, please visit our patient Information Desk and ask a volunteer to assist you.

All accessibility measures aforementioned have been available to staff, physicians and volunteers upon opening of the building in October 2015. Information on how to use and access these services are available on our intranet site as well as our website under Accessibility and Interpreter Services.

## **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. Our Patient & Family Resource Centre supports staff, patients and visitors with accessing information in accessible formats and in different languages as needed.

## **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 launched a digital app to enable HRH staff access to Emergency codes electronically on their digital devices in May 2023. The app and website are AODA compliant.

As an emergency preparedness awareness initiative, HRH conducts *Codes of*

*the Month*, which aims to support staff, physicians, and volunteers in learning about the various emergency codes at HRH and how to respond in each situation.

## **Accessible Websites and Web Content**

Humber River Health 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 Health's website continues to conform to all accessibility guidelines.

## **Employment**

Humber River Health 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 Health 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.
- Employees and volunteers may also ask for support through Human Resources. Physicians can also ask for support through the Department of Medical Affairs.

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, modified-work accommodations, and redeployment processes.

## **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 Health directly maintains the two Reactivation Care Centres (RCCs) at our Church and Finch campuses. When renovating these older spaces HRH ensures that any areas that may not meet recently released standards, building codes and/or signage requirements are upgraded to current regulatory requirements. Renovations at both Reactivation Care Centres were completed between 2018-2019 and accessibility standards were met.

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.

## **Next Steps**

In April 2023, we released our [2023-2026 Strategic Plan](#).

The development of this Strategic Plan was guided by an extensive stakeholder engagement strategy that involved working sessions, surveys, interviews, focus groups, and touchpoints. We also undertook various analyses to better understand health trends in our community and the context in which we operate, including public perception, population health and demographic data, employee engagement, and patient experience. The voices of the staff, physicians, volunteers, patients, community members, and partners we engaged are reflected in this plan.

Four strategic directions guide the plan:

- embrace equity, diversity and inclusion;
- advance the empowerment of our people and patients;
- deliver comprehensive, quality care closer to home; and
- foster innovation, research and academics.

In March 2023, a Manager of Equity, Diversity and Inclusion was appointed to support the Equity, Diversity and Inclusion Committee and the organization

along its EDI journey. The Manager, EDI will support the committee in advancing barrier-free access at HRH.

The committee will embed AODA as part of their annual work plan to identify and address both tangible and intangible barriers at HRH. The committee will review potential barriers, concerns as well as recent trends, then work to identify effective solutions to close gaps.

The EDI committee consists of staff, physicians, volunteers and patient/family representation, which provides a diverse lens to assessing at HRH. The EDI committee will consult with stakeholders leading the various areas outlined the IASR to review compliance and opportunities for improvement.

### **For More Information**

For more information on this accessibility plan, please contact:

Shaianna Coleman  
Manager, Diversity, Equity & Inclusion.  
Phone: 416.212.1000.  
Email: [scoleman@hrh.ca](mailto:scoleman@hrh.ca)

Mike Heenan  
Executive Vice-President and Chief, People Services  
Phone: 416.242.1000.  
Email: [mheenan@hrh.ca](mailto:mheenan@hrh.ca)

Accessible formats of this document are available upon request.