



Trillium Health Partners

Accessibility Plan

2018 to 2023

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Executive Summary

At Trillium Health Partners (THP), our mission is to build a new kind of health care for a healthier community. Delivering the highest quality of care and an exceptional experience for each and every member of our community are our top priorities. In order to achieve this, we must continue to identify and eliminate barriers that limit access to equitable care for our patients and their families. We must also ensure an accessible environment for visitors, staff, professional staff, volunteers and learners.

Over the last five years, we have worked to address a number of barriers and have made progress towards our goal of a more equitable and accessible care environment. We are proud of the advancements we have made through implementing our first five year Accessibility Plan.

We know that there is more work to be done to increase accessibility for everyone at THP. Our community plays an important role in determining how we can identify and eliminate barriers for people with disabilities. We are committed to involving our community and individuals who represent people with disabilities throughout the barrier identification and prioritization process. Feedback is always welcome as we strive to meet the needs of all community members.

As part of our strategic planning for the next five years at THP, over 160,000 individuals were engaged in our hospital and in our community to find out what is most important to them at THP. Through this process we heard from our community that the following are important factors in building a new kind of health care for a healthier community:

- Inclusion and equity for all, and
- All individuals have equal access and a common patient experience regardless of their unique needs.

Trillium Health Partners had Accreditation Canada visit for an Accreditation Review in the fall of 2017. To prepare for Accreditation, we partnered with former patients and undertook an audit of accessibility across our organization. Accreditation is a voluntary process that Trillium Health Partners participates in to ensure the highest quality of care and safety exists in our organization to support our people, patients and families.

In developing our renewed five-year Accessibility Plan, we considered;

- Feedback from 160,000 people in our community, including 6,500 in depth conversations through our strategy planning and ongoing engagement with patients, staff and the public, and
- Information gathered through an Accreditation Audit and tracers over the past two years.

The five year Accessibility Plan presented here outlines our commitment to building a new kind of health care for a healthier community. Our strategic direction regarding accessibility considers the Accessibility for Ontarians with Disabilities Act (AODA) requirements and the Integrated Accessibility Standards and Regulations (IASR). The aim of the Plan is to broadly address barriers in and align improvement initiatives to each of the AODA Standards. The Plan will be reviewed annually, and updated at least once every five years to align with the AODA legislation and the strategic priorities of Trillium Health Partners.

For more information or to provide feedback about the Plan, please contact the Accessibility Office at accessibility@thp.ca.

The Accessibility for Ontarians with Disabilities Act (AODA)

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. In order to achieve this, the Province introduced standards outlining key focus areas and deliverables to achieve a barrier-free Province. These include Customer Service, Transportation, Information and Communications, Employment, and Built Environment.

The AODA requires organizations to develop and implement an Accessibility Plan that outlines areas for improvement in ensuring a barrier-free environment and access for all.

1.0 Developing Trillium Health Partner's Refreshed Multi-Year Accessibility Plan

Trillium Health Partners Accessibility Plan is a living document and just as our hospital and community evolves and grows, the Plan will be adjusted to reflect those changes. It outlines the Hospital's response to the legislation and our initiatives designed to remove barriers and ensure equal access for people with disabilities. It also reflects the Hospital's history and ongoing commitment to ensuring the accessibility of our Built Environment.

The Plan will be reviewed annually, and updated at least once every five years to align with the AODA legislation and Trillium Health Partners' strategic priorities. In developing our renewed five-year Accessibility Plan, we considered input from our Accessibility Working Group, Accreditation Audit and Strategic Plan engagement.

1.1 Accessibility Working Group

Accessibility Working Group members are responsible for implementing plan items in their areas and continuously monitoring progress, identifying any additional barriers and building out action plans to remove these barriers to ensure that THP continues to be accessible. Accessibility Working Group members represent all areas of the hospital.

1.2 Accreditation Audit

Accreditation is a voluntary process that Trillium Health Partners participates in to ensure the highest quality of care and safety exists in our organization to support our staff, visitors, patients and their families. Accreditation Canada reviews organizations on key processes and practices, and requires organizations to maintain an accessibility-friendly physical environment. In preparation for the Hospital's Accreditation Review, the Hospital engaged two patient advisors to conduct a walk-about and provide feedback on our physical environment. Feedback and recommendations (see attached) have been

shared with our Accessibility Working Group for review and consideration for future inclusion in our Accessibility Plan, and will be incorporated into THP's Capital Planning processes to prioritize and address feedback and key physical barriers previously identified. An updated Accessibility Plan will be posted in 2018 which demonstrates how the organization will work to address these challenges.

1.3 Strategic Planning

As part of our strategic planning for the next five years at THP, over 160,000 individuals were engaged in our hospital and in our community to find out what is most important to them at THP. Through this process we heard from our community what was important to them and what barriers we need to address to ensure equal access and a common patient experience for all.

1.4 Barrier Identification and Prioritization

THP's Accessibility Plan establishes a method to identify, measure, remove and prevent barriers for persons with disabilities. A "barrier" is defined by the Act as, "anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice."

1.5 Barrier Identification

THP monitors and analyzes feedback obtained from many sources to address accessibility concerns, including the following:

- Comments and trends identified through patient feedback,
- Concerns expressed by employees, professional staff, learners and volunteers,
- Issues identified by members of the Accessibility Working Group,
- Feedback obtained through the public website and social media channels, and
- Feedback obtained through community engagement.

1.6 Barrier Prioritization

Accessibility planning at THP has been incorporated into annual capital planning and development of annual operating plans with consideration given to:

- Requirements of the legislation,
- Frequency with which a barrier has been identified,
- Number of people affected by a barrier,
- Availability of a practical solution that can be readily implemented,
- Magnitude of risk posed by a barrier, and
- Relationship to scheduled renovations and other capital projects.

1.7 Review and Monitoring Process

Accessibility has become part of the culture at THP and how we approach patient-centred care and a Respectful Workplace. Each area of the Hospital incorporates an accessibility lens into their day-to-day operations. The Accessibility Working Group monitors the progress of our Accessibility Plan through regular meetings and by continuously identifying, reviewing and removing barriers to accessibility at THP.

2.0 Completed Identified Barrier Free Initiatives 2012-2017

Over the past five years, we have worked to address a number of identified barriers and have made progress towards our goal of a more equitable and accessible care environment. We have provided a summary and status of our 2012-2017 Accessibility Plan items in the table below:

Standard: AODA, General

Initiative	Description	Accountability	Comments
Incorporate accessibility criteria and features when acquiring goods and services by January 2013.	Identify a clause that can be incorporated into contracts and educate key areas.	Accessibility Officer and Director, Strategic Outsourcing, Shared Services West	A clause has been developed. All purchasing staff have been trained on Accessibility.
Develop a policy detailing how accessibility will be achieved through the regulation by January 2013.	Develop a policy that incorporates the Customer Service Standard on behalf of Trillium Health Partners.	Accessibility Officer and Accessibility Planning Committee	A policy has been developed. Policy is available to all staff on P&P portal and available to public on the THP website.
Incorporate accessibility features when designing, procuring or acquiring self-service kiosks by January 2013.	Identify staff responsible for kiosks and determine if they are accessible. Will be included in procurement of future kiosks.	Parking and Security Registration	Current parking kiosks meet accessibility criteria. New patient registration kiosks are compliant.

Standard: AODA, General (Continued)

Initiative	Description	Accountability	Comments
Train all employees, volunteers, and persons who provide goods and services on the requirements of the accessibility standard by January 2014.	Developing an education plan for the AODA which incorporates the Customer Service Standard and Integrated Standard.	Human Resources and Volunteer Services	All Employees and Physicians receive annual AODA training. Volunteers receive an overview of the Standard and bi-annual review.

Standard: Information and Communications

Initiative	Description	Accountability	Comments
Ensure patient feedback process is accessible by January 2014.	Review the existing process and ensure that it is accessible.	Communications, Patient and Community Relations Department	Process has been reviewed and identified as accessible.
Provide accessible formats and communication supports that take into account an individual's disability by January 2015.	Determine formats/supports available and document for staff, volunteers, patients and visitors.	Accessibility Officer, Nursing, Communications, Patient and Community Relations Department	Continuously ongoing process; involves the community in identifying additional supports. Ongoing review and updates in progress. Patients, visitors and staff continue to be offered assistance and alternative formats upon request.

Standard: Information and Communications (Continued)

Initiative	Description	Accountability	Comments
Provide emergency and public safety information in accessible formats upon request by January 2012.	Posted information on emergency and public safety information on the website. Will be creating one document to reflect all sites.	Emergency Management	Document reflecting all sites will be available by January 2013.
Ensure that the external website (by January 2014) and internal website (by January 2021) comply with the Accessible Web content WCAG 2.0 AA Standard for website content.	Accessibility is currently being reviewed and will be included as part of redevelopment of the new website.	Communications, Patient and Community Relations Department, Information Technology	Our current website was launched November 30, 2012, and is fully compliant with WCAG 2.0 AA Standard.

Standard: Transportation

Initiative	Description	Accountability	Comments
Ensure accessibility of transportation services.	Review the accessibility of the shuttle service between THP sites.	Parking and Security, Accessibility Officer and Community Member	Participated in a run through of the shuttle service in August with the assistance of a community member with a mobility disability. The service does accommodate for people with disabilities. Information on the service is posted on the website.

Standard: Employment

Initiative	Description	Accountability	Comments
<p>Ensure employees and the public are notified about accommodation in the employee recruitment process as of January 2014.</p>	<p>While the hospital has been providing accommodation for employees as part of its commitment to the Ontario Human Rights Code, it will review to ensure that it meets the requirements of the Standard.</p>	<p>Human Resources and Occupational Health and Safety</p>	<p>All postings note: In accordance with the <u>Accessibility for Ontarians with Disabilities Act, 2005</u> and the Ontario Human Rights Code Trillium Health Partners will provide accommodations throughout the recruitment and selection process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.</p>

Standard: Built Environment

Initiative	Description	Accountability	Comments
Provide comment on the revised Integrated Standard with the inclusion of the Built Environment.	Reviewed the new legislation with the inclusion of the Built Environment. There is no date yet on when it will become law under the new Standard.	Redevelopment, Project Management, Parking and Security, and Accessibility Officer	Accessibility considerations and standards are part of standard work.
Conduct a physical audit of key hospital sites.	Currently reviewing auditing options to audit the interior and exterior of key areas in 2013.	Parking and Security, Project Management, and Redevelopment	Ongoing review and audits. Key exterior audits take place regularly by vendor and reports are prioritized and actioned.
Repair east sidewalk between parking office and Trillium Way entrance at Queensway Health Centre.	Sidewalk needs to be repaired to make the building more accessible.	Parking and Security	Complete - identified as a priority under the 2012/2013 plan.
Repair sidewalk on opposite side of roadway from 160/170 Sherway Drive buildings at Queensway Health Centre.	Sidewalk needs to be repaired to make the building more accessible.	Parking and Security	Complete - identified as a priority under the 2012/2013 plan.

Additional Highlights of Barrier-Free Initiatives Completed

Standard: Customer Service

Initiative	Comment
Provide training to all staff, volunteers and physicians on the Customer Service standard.	Staff at all sites were trained on the customer service standard and how to interact with people with disabilities. Also, a process was established to train new hires, physicians and volunteers.
Create a customer service policy outlining how the hospital will provide patient- and family-centred care to people with disabilities.	A policy was created outlining the hospital's commitment to the Customer Service standard.
Identify ongoing education opportunities for staff.	Educational initiatives included participation in Skills Days, Lunch and Learns, inclusion of information through internal communications channels, and unit presentations.

Standard: Built Environment

Initiative	Comment
Improve ability for visitors and patients to locate areas throughout the hospital.	Signage was added in key areas throughout the hospital including elevators, doors, and accessible washrooms. Exterior signage was improved and large signage added to make the entrance to the hospital more visible.
Improve lighting in the elevators and washrooms at the Credit Valley Hospital site.	Improved lighting was added to the elevators and washrooms.

Standard: Built Environment (Continued)

Initiative	Comment
<p>Improve access into the Queensway Health Centre site.</p>	<p>Sidewalk between parking office and towards Urgent Care Centre (UCC) widened to required width. Ramped sidewalk added between 190 Sherway Drive and parking office.</p>
<p>Improve access at the Urgent Care Centre at the Queensway Health Centre site.</p>	<p>Sensors added to the entrance doors at the Urgent Care Centre to improve accessibility.</p>
<p>Create more accessible family/wheelchair water closets at Mississauga Hospital site.</p>	<p>Family/wheelchair water closet added. Additional signage to assist with locating added.</p>
<p>Improve access to Credit Valley Hospital site and sidewalks/entry points.</p>	<p>Access points were further graded for improved access throughout the exterior of the building.</p>
<p>Improve access to the parking kiosk facility in the exterior of Credit Valley Hospital site.</p>	<p>Parking kiosk facility entry has been further graded to allow easier access.</p>

3.0 THP Accessibility Plan 2018-2023

THP’s Accessibility Plan 2018 - 2023 will address barriers in Customer Service, Information and Communication, Employment, Transportation, and the Design of Public Spaces. These barriers may take many forms including: attitudinal, customer service, informational or communicational, physical, policy, or procedures, or technological. Over the next five years, we are committed to ensuring individuals have access to equitable care and one common experience by addressing the following barriers and aligning initiatives to support the AODA standards:

Standard: Customer Service

Initiative	Accountability	Barrier Addressed
Provide further customer service training for staff to increase accessibility awareness when planning Foundation Donor events.	Learning & OD /Foundation	Attitudinal
Improve communication and education to staff, professional staff, volunteers, learners, patients, families and visitors on how to access ASL interpretation.	Interpretation Services	Attitudinal
Improve patient registration process to include requests for ASL interpretations.	Patient Registration	Information or Communication
Review the number of accessible service counters/desks and signage.	Patient Registration/Facilities	Physical
Combine the current AODA and IASR employee education into a single module that is accessible.	Learning & OD	Policy or Practice

Standard: Customer Service (Continued)

Initiative	Accountability	Barrier Addressed
Investigate and define the role for Volunteers in escorting patients, families and visitors around the hospital (per THP Accessibility Page).	Learning & OD / Volunteer Resources	Policy or Practice
Improve information sharing and tracking of patient complaints specific to Accessibility.	Learning & OD /Patient Relations	Policy or Practice

Standard: Information and Communication

Initiative	Accountability	Barrier Addressed
Provide education to key staff on how to create accessible documentation.	Learning & OD	Attitudinal
Improve way finding through electronic or mobile apps.	Communications & Public Affairs	Customer Service
Ensure we have a process in place to fulfil requests to provide our Annual Report in an accessible format upon request.	Communications & Public Affairs	Policy or Practice
External review of current corporate website to highlight areas of opportunities for increased WCAG compliance.	Communications & Public Affairs	Technological
Improve website accessibility in semantic markup requirement.	Communications & Public Affairs	Technological

Standard: Information and Communication (Continued)

Initiative	Accountability	Barrier Addressed
Implementation of a new corporate website adhering to WCAG 2.0 AA standards.	Communications & Public Affairs	Technological
Implement a quality assurance review process for all requests to post publications to the intranet or public websites.	Communications & Public Affairs/ Learning & OD	Technological
Implement colour contrast checker on existing website and new pages to ensure the website continues to meet WCAG guidelines.	Communications & Public Affairs/ Foundation	Technological
Remove radial buttons on online donor forms to increase ease of use and accessibility.	Foundation	Technological

Standard: Employment

Initiative	Accountability	Barrier Addressed
Provide workstation reviews upon request to ensure the office set up and equipment meet the needs of employees with disabilities.	Employee Health Safety and Wellness	Physical
Add in emergency evacuation plans to workplace accommodation and return to work agreements.	Employee Health Safety and Wellness	Policy or Practice
Place an accommodations notice on the Recruitment landing page on the careers webpage of THP's public website.	Recruitment	Policy or Practice

Standard: Built Environment

Initiative	Accountability	Barrier Addressed
Review the Accessibility Feedback provided by our patient advisors on November 7th, 2017 as part of the Accreditation preparation, and action items approved through capital funding allocation.	Facilities and Redevelopment	Physical
Redevelop Credit Valley Site parking garage elevator entrances to be accessible to anyone using assistive mobility equipment.	Facilities and Redevelopment	Physical
Install catch basins and re-pave areas of Queensway site to reduce ice and water build-up on paved walkways.	Facilities and Redevelopment	Physical
Review and repair sidewalks at the Mississauga Hospital main entrance.	Facilities and Redevelopment	Physical

4.0 For More Information

For more information on the Accessibility Plan, please contact the Accessibility Office at accessibility@thp.ca.

4.1 Feedback

We welcome feedback from our patients, families and visitors. Please contact the Patient Relations Department with questions, concerns, compliments or suggestions:

Credit Valley Hospital

905-813-4109

Email address: patient.relationsCVH@thp.ca

Mississauga Hospital and Queensway Health Centre

905-848-7164

Email address: patient.relationsMH@thp.ca

4.2 Formats for this Document

Standard and accessible formats of this document are available upon request. Please contact Patient Relations.