



Multi-year Accessibility Plan

January 2019 – December 2022

Submitted to St. Joseph's Accessibility Advisory Committee – December 12, 2019

Submitted to St. Joseph's Senior Leadership Team – December 17, 2019

Introduction

In fulfilling our mission and in alignment with our values of respect, excellence and compassion, St. Joseph's Health Care London (St. Joseph's) strives to provide accessible care in a manner that respects the dignity and independence of people with disabilities. St. Joseph's is also committed to ensuring that all patients have an equal opportunity to obtain, use, and benefit from our programs and services.

St. Joseph's is committed to continual improvement of facilities access, policies, programs, practices and services for patients and their family members, staff members, health care practitioners, volunteers and members of the community with disabilities; the participation of people with disabilities in the development and review of its accessibility plan; and the provision of quality services to patients and their family members and members of the community with disabilities.

In compliance with the Ontarians with Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act's (AODA) Customer Service Standards and Integrated Accessibility Standards, a multi-year accessibility plan was prepared and approved for 2019-2022 (inclusive). Public sector organizations are obligated under the Integrated Accessibility Standard to prepare annual status reports that indicate the progress of measures underway to address barriers. Past plans and status reports are available on St. Joseph's public website.

St. Joseph's Health Care London

St. Joseph's Health Care London is a major patient care, teaching and research centre. It is owned and operated by the St. Joseph's Health Care Society, incorporated and governed by a volunteer board of directors from our community. With its founding organizations, St. Joseph's has a distinguished legacy of services to London and Southwestern Ontario and to the veterans of Canada.

St. Joseph's:

- Is one of Ontario's 14 academic hospitals
- Has approximately 4,000 employees, 2,000 physicians with primary appointment city-wide and 1,100 volunteers
- Is comprised of: St. Joseph's Hospital, Parkwood Institute, Southwest Centre for Forensic Mental Health Care, Mount Hope Centre for Long Term Care, Family Medical and Dental Centre and 11 team and service locations across the region.
- Has facilities square footage totaling: 3,217,223
- Plays major roles in: day and short stay surgery; complex chronic disease management; specialized mental health care; rehabilitation; complex continuing care; palliative care; long term care; ambulatory care; and veterans care
- Is affiliated with Western University, provides student learning experiences for more than 2,000 people from colleges and universities around the world each year

The Accessibility Advisory Committee

The Accessibility Advisory Committee is accountable to the Senior Leadership Team via the Vice President, Human Resources and Facilities. The committee draws staff members from across our sites with varied roles as well as community members and a resident of Parkwood Institute. One member of the working group has accessibility challenges while other members work directly with patients and co-workers who have disabilities.

Planning Cycle

The term of each multi-year plan is determined by the Accessibility Advisory Committee. This term has been determined as every 3 years. Annual updates to the plan will be provided to the Senior Leadership Team. In addition, a formal request will be prepared for securing funding to carry out the recommended workplan projects. The projects outlined in this request will be forwarded to Facilities Management for cost estimating upon approval of this Multi-Year Accessibility Plan and funding approval will be requested to Resource Planning Council for a final recommendation for approval at a future Senior Leadership team meeting in 2020.

Accessibility Compliance Report

St. Joseph's Accessibility Compliance Report was completed and submitted to the Accessibility Directorate of Ontario. Designated as a *large designated public sector organization*, St. Joseph's is required to file online reports with the Accessibility Directorate, which falls under the Ministry of Economic Development, Trade and Employment. The latest report was required by December 31, 2019 and was completed and submitted on November 26, 2019 ([link attached](#)). The report requires St. Joseph's to respond to questions regarding compliance with

the Customer Service and Integrated Accessibility Standards. All questions that applied to St. Joseph's were responded to and the Ministry confirmed that St. Joseph's is deemed as compliant under the Act.

Accessibility Plan 2019-2022

Assessment of Barriers

The Accessibility Advisory Committee has two fulsome sessions whereby they determined the criteria for assessing the submissions and then assessed the barriers against the criteria. At each session, there was at least one community member present. Some of the barriers identified were decided to be safety measures not necessarily barriers, such as placement and numbers of barrier-free parking spaces and the installation of door openers throughout our facilities.

In addition, through our communication email, the public has the ability to submit to St. Joseph's identified barriers. As a result of this communication mode, St. Joseph's has added additional door openers in areas where the public has encountered difficulty in accessing our services. Although not barriers by definition, these additions have definitely improved access and improved experiences.

Given two fairly new mental health facilities, recent renovations to part of St. Joseph's Hospital, and that the older sites were constructed prior to the launch of the Built Environment Standards; St. Joseph's remains compliant with the building code and is now aiming to modify and enhance areas of the facilities to meet the specific needs of the patient population that uses the facilities.

Work Plan for 2016-2019 Status

A work plan was created based on the Committee's assessment of barriers then submitted to the senior leadership team for discussion and approval.

Work Plan

Location	Identified Barrier	Means to prevent or remove barrier	Status
Parkwood Institute Mental Health Care Building - Library	Manual door	Install an automatic door	Complete
Parkwood Institute Mental Health Care Building - Health Information Management	Manual door	Install an automatic door	Not Required
Parkwood Institute Mental Health Care Building - Health Service Department	Manual door to department	Install an automatic door	Complete
Parkwood Institute Mental Health Care Building - Ambulatory Care	Manual door	Install an automatic door	Complete
St. Joseph's Hospital – Foundation Office	Manual door to department	Install an automatic door	Complete
St. Joseph's Hospital Urgent Eye Clinic B1-102A	Washroom requires two support bars	Install a support bar	Complete

Location	Identified Barrier	Means to prevent or remove barrier	Status
St. Joseph's Hospital D1-112b	Washroom support bars not configured appropriately		Complete
St. Joseph's Hospital Cheapside entrance #4	When revolving doors are out of order, side doors are not wide enough for persons using large wheelchairs.	<ul style="list-style-type: none"> • Provide signage indicating people use D zone automatic sliding doors (located just around the corner and opening to same sidewalk/drive way). • Contact Volunteer Services, which has a desk beside the entrance doors to guide people using wheelchairs to use D zone doors when revolving door is not working 	Complete. Doors were in fact wide enough for wheelchairs. Revolving door was replaced with two sets of sliding doors in December of 2018.
St. Joseph's Hospital Rheumatology Clinic D2 101b and D2 188	Manual doors on men's and women's washrooms	Install automatic doors	Complete
St. Joseph's Hospital - HULC	Manual door for washroom	<ul style="list-style-type: none"> • Install an automatic door • Redirect patients to the hallway or D3 	Incomplete. Decision with leadership for monitoring. Issues with locking mechanism and access for emergency.
St. Joseph's Hospital D0	Location of two physician offices inaccessible	Move physician offices to accessible areas of the hospital	Complete
St. Joseph's Hospital	No adult change table	Install an adult change table	Complete

Location	Identified Barrier	Means to prevent or remove barrier	Status
Parkwood Institute Mental Health Care Building – Occupational Health and Safety Services	Manual door to department	Install an automatic door	Not required. Space no longer used by Occupational Health. This is now office space.
Parkwood Institute Mental Health Care Building - Prescription Shop	Manual door to shop	Install an automatic door	Complete
Parkwood Institute Main Building - Outpatient Clinic	Chairs are too low and seat is slanted back making it difficult to stand up from sitting	Replace chairs	Complete
Parkwood Institute Main Building	Patients use the internet in addition to their alternative access communication systems (AAC); they use Skype, email or Facebook for messages about meeting times, arrange transportation, communicate with family and friends etc. Lack of access to WIFI makes it challenging for therapists to program AAC devices for patients.	Issues to be reviewed and strategies developed	Complete. WiFi has been provided for free at all of sites as of December 2017.
Parkwood Institute Main Building - Day Hospital	Sign for Day Hospital is smaller than previous one	Replace pedestrian sign with driving sign	Complete
Mount Hope walkway	Downward slope, railing broken	Railing to be repaired by summer 2016	Complete

Location	Identified Barrier	Means to prevent or remove barrier	Status
Parkwood Institute Mental Health Care Building	Uneven sidewalk and curbs in multiple locations	To be repaired by summer 2016	Complete
Mount Hope, 21 Grosvenor Street Entrance	Driveway at west end has a significant dip where it abuts the sidewalk, this poses a tripping hazard	To be repaired	Complete
Mount Hope – Marian Villa	Manual doors on washroom by fish tank	Install automatic doors – requires investigation	Complete
Mount Hope - St. Mary's	French doors to auditorium difficult to open (several sets, some facing the town square and others facing the north corridor)	Install automatic openers on doors facing town square	Door hold open devices are to be installed. Space limitations did not allow for opener installation. This is to be completed by end of January 2020.
Mount Hope	Lack of microphones making it difficult for people to participate in Resident and Family Council meetings	Purchase microphones	Complete

Work Plan for 2019-2022

Work Plan

Short-Term (Required)		Long-Term (Improved Patient Experience)	
Location	Identified Barrier	Location	Identified Barrier
Parkwood Institute Main Building	Tactile Flooring required in exit stairwells.	Parkwood Institute Main Building	Patient washrooms on inpatient units are not barrier-free. Major construction and temporary room and unit closure required.
Parkwood Institute Main Building	Handrails required to be updated to new ODA standard.	Mount Hope Centre for Long Term Care	Patient washrooms on inpatient units are not barrier-free. Major construction and temporary room and unit closure required.
St. Joseph's Hospital	MazeMap application and stations to be trialled to improve wayfinding ease.		
Parkwood Institute Main Building	Add 5 Barrier-free spaces for side unloading vehicles in Lot 1.		

Initiatives to Improve Accessibility in the Future

The Parkwood Institute Main Building was constructed in the mid-1980s without public washrooms on each floor and without fully accessible public washrooms. In patient rooms washrooms are not fully accessible, they are small with narrow doors and awkwardly located plumbing making use of commodes challenging. Currently, some public washrooms located in the central part of the facility contain accessibility features while others are fully accessible. If renovations are contemplated to the common areas in the Main Building, it is recommended that nine barrier free unisex washrooms be considered; one on each floor of the Western Counties Wing, one each floor of A pod and one on each floor of B pod. Further, it is recommended that if renovations are undertaken in patient areas, washrooms in patient rooms be remodelled to be accessible. This remains the plan which may not be implemented for a number of years due to clinics requiring modifications need decant space to go to which has not been cleared as yet.

Marian Villa, an older building within Mount Hope Long Term Care, has inaccessible resident bathrooms that do not accommodate wheelchairs and mechanical lifts. To enhance resident independence by addressing accessibility requirements, it is recommended that if there are renovations or reconstruction, accessibility features be included. Although significant home-like improvements have taken place since the last report, the washrooms have not been able to be modified due to limited space, cost and resident impacts.

Initiatives to Improve Accessibility

St. Joseph's continually invests in, and focuses on, mitigating or eliminating barriers to care. The primary focus from 2016 to 2019 was the improvement of wayfinding and signage at Parkwood Institute Main Building. This work continues and will so for the remainder of this Accessibility Plan. In addition, there were major investments at Mount Hope Centre for Long Term Care with respect to improving

infrastructure and environmental finishes and furnishings. More work continues in this endeavour as well, with many infrastructure and home-like improvements planned for 2020/2021.

Review and monitoring process

The Accessibility Advisory Committee meets four times a year. Subcommittees may form to address one or more barriers if required. At each meeting, subcommittees may report to the Accessibility Advisory Committee on their progress in implementing the plan. The chair of the Accessibility Advisory Committee or the Vice President presents the plan or annual status report to senior leadership team.

Communication of the plan

Once approved, the Accessibility Plan and subsequent status reports are posted to St. Joseph's Accessibility Website and staff is notified through the electronic newsletter E-Print. Hard copies are available in staff libraries at each site and from Communication and Public Affairs. Reports and plans are available in accessible formats upon request.