



Accessibility Plan

January 2013 – December 2015

Status Report

February 2014

Submitted to St. Joseph's Accessibility Advisory Committee February 21, 2014

Submitted to St. Joseph's Senior Leadership Team on March 11, 2014

Introduction

In fulfilling our mission and in alignment with our values of respect, compassion and excellence, 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 2013-2015 (inclusive). Public sector organizations are obligated under the Integrated Accessibility Standard to prepare an annual status report that indicates the progress of measures underway to address barriers and then to make the report available to the public.

This report summarizes the following:

- Submission of the Accessibility Compliance Report
- Status of actions to remove barriers identified in the workplan
- Actions taken from January 2013 to January 2014 to remove barriers in addition to those identified in the workplan
- Actions taken to comply with the Integrated Accessibility Standards

1. The Accessibility Advisory Committee

The Accessibility Advisory Committee is accountable to the Senior Leadership Team via the Vice President of Quality and Clinical Support Services. The committee draws staff members from across the sites with varied roles as well as community members and a resident of Parkwood Hospital. Some members of the working group have disabilities while other members work directly with patients and staff members who have disabilities.

2. Planning Cycle

An annual status report will be prepared for senior leaders in early 2014 and 2015. The next accessibility plan is scheduled to begin in January 2016.

3. Accessibility Compliance Report

St. Joseph's Accessibility Compliance Report was completed and submitted to the Accessibility Directorate of Ontario on December 17, 2013. Designated as a *large designated public sector organization*, St. Joseph's is required to file online reports with the Accessibility Directorate, which now falls under the Ministry of Economic Development, Trade and Employment. The last report was required by December 31, 2013. The report asked for responses about St. Joseph's compliance with the Customer Service and Integrated Accessibility Standards.

4. Work Plan for 2013-2015

Work Plan

Category of Barrier and location	Identified Barrier	Means to prevent or remove barrier	Initial Timing	Status
Physical - RMHC London	Poor access to designated smoking area at the rear parking lot by the north loading docks	Repair ramp, repair door	TBD	Door repaired. With plan to move to smoke-free site in 2014, access may not be an issue once the facility is "smoke free".
Physical – St. Joseph's Hospital 3 rd Floor Clinics	Heavy doors lead to waiting rooms in areas that are accessed by patients with upper extremity difficulties and those using wheelchairs	Automate doors; there are other doors to this area that are barrier free but automating doors would improve accessibility.	2013	Complete

Category of Barrier and location	Identified Barrier	Means to prevent or remove barrier	Initial Timing	Status
Physical – St. Joseph’s Hospital	Snow may present a barrier to those using a wheelchair or walker to travel from the St. Joseph’s Hospital parking garage to St. Joseph’s Hospital	Security and Clintar monitor snow fall and icy conditions. Clintar removes snow when 5 cm covers the sidewalks.	Begin when snow or ice is present	On-going monitoring; no comments received as of mid-January 2014.
Physical - St. Joseph’s Hospital Cafeteria	Placement and number of tables makes it difficult for those using wheelchairs and walkers to manoeuvre and to obtain a place at a table	Currently a temporary situation given construction; congestion being addressed by changing table and chair placement. In the longer term completed renovations will allow more space to be available.	underway	Complete When chapel moves there will be more room to its permanent space and consequently more room in the cafeteria, until then the situation is being monitored. In November 2013, the placement of the tables was changed now there are two tables marked for accessibility in the café.
Physical – St. Joseph’s Hospital Ivey Eye Institute	Braille on signs has worn off on levels 0 and 1 elevators	Replace signs	underway	Awaiting quotes.
Technological - St. Joseph’s Hospital	Traffic lights at the corner of Richmond and Grosvenor are not long enough to allow people with disabilities to cross safely	Advocate for the timing of lights to be changed	2013/14	Discussed at the Accessibility Advisory Committee
Physical – Parkwood Hospital	Doors leading to activity rooms, dining rooms, and recreation rooms adjacent to unit entrances are heavy and awkward	Install automatic door openers	2013-2014	Automatic door openers installed in some locations including two in Day Hospital
Physical - Mount Hope Organization	Washroom doors close to class room are not automatic	Install automatic door opener	2013-2014	P.O. issued, installation is anticipated for end of June 2014.

Category of Barrier and location	Identified Barrier	Means to prevent or remove barrier	Initial Timing	Status
nal Developme nt and Learning Services				
Physical - Mount Hope-smoking area facing Richmond Street	Parked vehicle does not allow residents to manoeuvre a wheelchair or walker around the opened door to travel to the gazebo. The door has an automated opener	Eliminate parking spot in front of door temporarily with a pylon and permanently with hatch marks when the parking lot is resurfaced	December 2012 and Spring 2013	Resolved When parking lot is resurfaced in 2014/15 thatching will be used to indicate no parking in this space.
Technologic al- Corporate	Internal website difficult for some with low vision to read	Currently redeveloping the intranet to meet WCAG 2.0 Level AA	Summer 2013	Complete

5. Barriers addressed from January 2013 to January 2014 in addition to those captured in the workplan

Category of Barrier and location	Identified Barrier	Means to prevent or remove barrier
Physical - St. Joseph's Hospital	Lack of audio in elevators 8, 9 and 10 for people with visual impairment, and no door sensors in the event the doors need to be opened for longer than programmed to do so	Upgrades to elevators included audio messages and door sensors
Physical – Mount Hope; Marian Villa	No door sensors on elevators	Upgrades to elevators included door sensors

Category of Barrier and location	Identified Barrier	Means to prevent or remove barrier
Physical – St. Joseph’s Hospital	Revolving door on Grosvenor, although not directly an accessibility barrier, created congestion making access into the building challenging for everyone	Revolving door removed and being replaced by automatic sliding doors
Physical - St. Joseph’s Hospital Ivey Eye Institute	Fire door closure in ASCAN Room did not allow for patients in wheelchairs to manoeuvre	Adjustments made so door closes more slowly allowing patients in wheelchairs and walkers time to manoeuvre; automatic door planned
Communicational – St. Joseph’s Hospital Ivey Eye Institute	Patients and visitors challenged by signage and wayfinding	Signage improved by painting band of grey to improve contrast and create landmarks; larger signs with larger fonts in reception area

6. Integrated Accessibility Standards Compliance Plan

The following chart identifies the standards found in the Integrated Accessibility Standards and the plans to comply with the standard.

Integrated Standard (abbreviated)	Status	Next Steps
<p>Policies Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements in this regulation. The policy requires:</p> <ul style="list-style-type: none"> • a statement of organizational commitment <i>to meet the needs of persons with disabilities in a timely manner</i> • prepare written document(s) describing the policy • make documents available and provide them in accessible format upon request 	<p>Complete. Policy was updated in December 2013.</p>	<p>Policy will be updated as required until the Integrated Standards are implemented</p>
<p>Accessibility plans Establish, implement, maintain and document multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements. The plan shall be:</p> <ul style="list-style-type: none"> • posted in the internet website and in accessible formats upon request • reviewed and updated by the accessibility advisory committee • reviewed annually and a status report on the progress of the measures is posted on the website and is available in accessible formats upon request 	<p>Complete. Most recent plan approved and posted January 2013.</p>	<p>Review and provide status report to SLT in 2014 and 2015</p>
<p>Procuring goods, services and facilities Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. When not practicable an explanation is required.</p>	<p>Complete. Requirement incorporated into online education module and in policy.</p>	
<p>Self-service kiosks Self-service kiosks shall incorporate accessibility features. This should be considered in the design, procurement and or acquisition.</p>	<p>Complete. Two types of kiosks exist: Parking kiosk pay buttons 53 inches from ground and are accessible and ATM kiosks are accessible. Requirement incorporated into</p>	

Integrated Standard (abbreviated)	Status	Next Steps
	policy.	
<p>Training</p> <ul style="list-style-type: none"> • Ensure training is provided on the requirements referred to in the Integrated Accessibility Standards and in the Human Rights Code as it pertains to persons with disabilities to employees, volunteers, persons who develop the organization's policies and others who provide goods or care on behalf of the organization. • Training shall be appropriate to the duties of employees, volunteers and other persons. • Every person shall be trained as soon as practicable. • Additional training is required in respect of changes to the policies • Records shall be maintained of the dates training was provided and the number of people trained. 	<p>Complete. Online educational programs were created based on the previous dates of compliance. The updated online <i>Integrated Accessibility Standard Program</i>, will replace <i>Integrated Accessibility Standard for Leaders</i> on February 26, 2014.</p>	<ul style="list-style-type: none"> • Monitor number of people who have completed training. • Develop and distribute to the board a document that satisfies the requirements of the Customer Service and Integrated Accessibility Standards.

Integrated Standard (abbreviated)	Status	Next Steps
<p>Information and Communications Standard</p> <p><u>Feedback</u> Ensure there are processes for receiving and responding to feedback and that the processes are accessible to the persons with disabilities by providing or arranging the provision of accessible formats and communication supports upon request.</p> <p>Notify the public about the availability of accessible formats and communication supports</p> <p><u>Accessible formats and communication supports</u> Upon request, provide or arrange the provision of accessible formats and communication supports for persons with disabilities:</p> <ul style="list-style-type: none"> • In a timely manner that takes into account the person’s accessibility needs • At a cost that is no more than the regular cost charged to other persons • The person making the request shall be consulted in determining the suitability of accessible format or communication support • The public shall be notified about the availability of accessible formats and communication supports. 	<p>Complete. Message incorporated into education module and policy.</p> <p>Complete by Jan 2015. Obligation to provide accessible formats included in education module and policy. This message could be reinforced through various forms of communication.</p>	<p>Increase awareness of this requirement through EPrint and/or Imprint.</p>
<p>Emergency procedure, plans or public safety information</p> <p>If organization makes emergency procedures, plans or public safety information available to the public. Information in accessible formats or with communication supports is available.</p>	<p>Complete. Emergency procedures and safety information are posted on the public website. http://www.sjhc.london.on.ca/st-josephs-accessibility/emergency-response-procedures/emergency-management-and-response</p>	<p>Review and update website content in 2015</p>

Integrated Standard (abbreviated)	Status	Next Steps
<p>Accessible websites and content</p> <ul style="list-style-type: none"> • New internet and intranet websites and web content shall conform with WCAG 2.0 Level AA, other than captions and audio descriptions. • All internet websites and web content must conform with WCAG 2.0 Level AA other than captions and audio descriptions. • Exceptions to this are listed in the standard 	<p>Complete. Internet site is compliant http://www.sjhc.london.on.ca/st-josephs-accessibility/website-accessibility</p>	

Integrated Standard (abbreviated)	Status	Next Steps
<p>Employment Standards</p> <p><u>Recruitment</u> Notify employees and members of the public of the availability of accommodation for applicants with disabilities in our recruitment processes.</p> <p><u>Recruitment, assessment or selection process</u> Notify applicants when they are selected to participate in assessments or selection processes that accommodations are available upon request in relation to the processes or materials being used.</p> <p>If there is a request, the employer shall consult with the applicant and provide or arrange for the provision of suitable accommodation.</p> <p><u>Notice to successful applicants</u> Applicants are notified of policies accommodating employees with disabilities</p> <p><u>Informing employees of supports</u></p> <ul style="list-style-type: none"> • Inform employees of policies used to support employees with disabilities, including provision of job accommodations that take into account accessibility needs due to a disability • Provide information required under this section to new employees as soon as practicable after they begin their employment • Provide updates to employees when there is a change to existing policies on the provision of job accommodations on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	<p>Completed Oct. 2013. Message on job posting site https://www.sjhc.london.on.ca/SSL/ats/jobfairs.php</p> <p>Complete. Included message on Interview Setup Checklist to remind consultant to ask applicant if accommodations are required.</p> <p>Complete. Message included in all on-boarding packages.</p> <p>Complete. Current and new employees are required to complete the online education program Integrated Accessibility Standards.</p>	

Integrated Standard (abbreviated)	Status	Next Steps
<p><u>Accessible formats and communication supports for employees</u> Upon request by an employee, provide or arrange for the provision of accessible formats and for communication supports for:</p> <ul style="list-style-type: none"> • Information that is needed to perform the employee's job • Information that is generally available to employees in the workplace <p>The employer consults with the employee making the request to determine the accessible format or communication support required.</p> <p><u>Workplace emergency response information</u> Provide individualized workplace emergency response information to employees with disabilities, if the disability is such that the information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>Individualized emergency response information is shared with the person(s) designated by the employer to provide assistance to the employee, with the consent of the employee who requires the assistance.</p> <p>Employers shall provide this information as soon as practicable after the employer becomes aware to the need for an employee's accommodation.</p> <p><u>Documented individual accommodation plans</u> Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The accommodation plans include a number of elements identified in the Standards such as</p> <ul style="list-style-type: none"> • the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan • the means by which the employee is assessed • the manner in which the employer can request an evaluation by an outside medical or other expert • the manner in which the employee can request the participation of a representative from their bargaining agent 	<p>Complete. Included in online education program and policy.</p> <p>Completed. http://intra.sjhc.london.on.ca/refer/accessibility/info/index.php Introduced at OpNet, and included in presentation to HRPC and PPL Council.</p> <p>Completed. Disability Absence and Accommodation Policy https://legacy.sjhc.london.on.ca/policy/search_res.php?polid=STF002&live=1</p>	<p>Increase awareness of requirement, given number of evacuation plans completed and submitted to B. Egan.</p> <p>Minor modifications to policy currently being discussed.</p>

Integrated Standard (abbreviated)	Status	Next Steps
<ul style="list-style-type: none"> • steps taken to protect the privacy of the employee's personal information • the frequency of review • if the accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee • the format of the plan takes into account the employee's accessibility needs <p><u>Return to work process</u></p> <ul style="list-style-type: none"> • Develop and document a return to work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work. • The return to work process includes the steps required to facilitate the return to work and uses documented individual accommodation plans as part to the process. <p><u>Performance management</u></p> <p>Performance management shall take into account the accessibility needs of employees with disabilities, as well as accommodation plans.</p> <p><u>Career development and advancement</u></p> <p>Employers that provide career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as individual accommodation plans.</p> <p><u>Redeployment</u></p> <p>Employers that use redeployment shall take into account the accessibility needs of employees with disabilities as well as accommodation plans.</p>	<p>Completed. This has been our practice for many years.</p> <p>Completed. This has been our practice for many years.</p> <p>Completed. This has been our practice in reassignments for many years.</p> <p>Completed.</p>	

Integrated Standard (abbreviated)	Status	Next Steps
<p>Transportation Standards Organizations that are not primarily in the business of transportation, but that provide transportation services shall provide accessible vehicles or equivalent services upon request.</p>	<p>Completed. Alternative accessible transportation is provided to patients and staff upon request and this is noted in the policy</p>	

7. Education Update

Currently the following three online modules housed within St. Joseph's learning management system.

- Excelling at Accessible Customer Service for Everyone
- Excelling at Accessible Customer Service for Leaders
- Integrated Standards for Leaders

As of March 10, 2014 Integrated Standards for Leaders will be replaced by a more comprehensive online module entitled Integrated Accessibility Standards, which all staff will be required to complete.

Volunteer coordinators estimate that 85% of volunteers have completed the customer service training. Physicians, dentists and midwives receive their training through Medical Affairs, which tracks the number of providers and the dates they completed the training.

8. Communications Update

Communication includes internal and public websites. In addition, a number of communication strategies were used to increase awareness of staff's obligations to comply with the standards. For example, in the November 20, 2013 edition of EPrint the following reminder was included.

Assisting patients and visitors with disabilities

The Province of Ontario requires all staff, physicians and volunteers to complete training on assisting those with disabilities. You can take the online education program *Excelling at Accessible Customer Service* or attend the classroom session *Responding to Ontarians with Disabilities*. Log into [LearningEdge](#) for more information. To the 88 per cent of staff who have completed this education - thank you.

And in the February 19, 2014 edition of EPrint the following reminder was included.

Personalized emergency response plan

Employees with disabilities may benefit from completing a personal emergency evacuation plan. A checklist has been created to help employees and their leaders develop an individualized plan in the event of an emergency. For questions about the checklist or process, contact [Brian Egan](#) or [Susan Greig](#). For more information or to download the checklist [visit the intranet](#).

9. Review and monitoring process

The Accessibility Advisory Committee meets at least six times a year. Subcommittees may form to address one or more barriers. At each meeting, subcommittees 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 reports to senior leaders.

10. Communication of the plan

The Accessibility Plan is posted to St. Joseph's Accessibility Website. Hard copies are available in staff libraries at each site and from Communications and Public Affairs. Publication of the plan is announced by the following means:

- In the monthly staff newsletter, *Imprint*
- In the electronic staff newsletter, *E-Print*

Upon request, the plan is available on computer disk, in Braille; or large font from the internet website.

Aspects of St. Joseph's accessibility program are highlighted using a range of communication tools throughout the year to provide the status of tasks and to increase awareness, for example:

- Some components of St. Joseph's accessibility program were presented and discussed at the St. Joseph's Patient Advisory Committee meeting on December 18, 2013

- The Employment Standards were presented and discussed at the Human Resources Planning Committee on February 6, 2013
- Personalized emergency response plans were discussed at the Interdisciplinary Professional Practice Council on February 20, 2014
- Signage information for Ivey Eye Institute was included in the September 2013, President's Report to the Board.