



HÔTEL-DIEU GRACE
ESTD HEALTHCARE 1888

Multi-Year Accessibility Plan 2019 – 2022

Submitted to Hôtel-Dieu Grace Healthcare's Mission Achievement Team January 2019

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Table of Contents

Multi-Year Accessibility Plan 2019 – 2022	1
Table of Contents	2
Statement of Commitment:	4
Hôtel-Dieu Grace Healthcare: About Us	5
The Accessibility (Working Group) Advisory Committee	6
Planning Cycle	6
Accessibility Compliance	6
Accessibility Consultations in Preparing this Plan	9
Hôtel-Dieu Grace Healthcare’s Accessibility Achievements Jan 1, 2014 – Dec 31, 2018:	10
Notable Improvements to Accessibility 2014 – 2018:	11
Barrier identification methods utilized at HDGH include:	15
Recommendations by the Accessibility Working Group (AWG) and future Advisory Committee (AAC)	17
Recommendations / Improvements in Progress at the date of this plan:	17
Future AODA, IASR Legislated Compliance Targets:	18
Review and Monitoring	18

Communication of the Plan 19
Resources / References:.....20
Accessibility Working Group Members (2017-2018) involved in the development of this plan include:.....20
Acknowledgment:.....21

Statement of Commitment:

In fulfilling the Mission of Hôtel-Dieu Grace Healthcare, we are committed to providing an accessible environment to all who come through our doors, seek and use our services, and access our information. As a public healthcare organization in Ontario, we respect the standards and regulations set forth under the *Accessibility for Ontarians with Disabilities Act*.

It is important to us to provide a safe, inclusive, and welcoming environment for everyone. We acknowledge that this is a shared responsibility.

This Statement of Commitment is our promise to listen, ask, learn, and invite the community we serve into the conversation.

We will act in good faith to make accessibility a reality for all.

This is the second multi-year accessibility plan developed by Hôtel-Dieu Grace Healthcare since it was established on October 1, 2013. In compliance with the Accessibility for Ontarians with Disabilities Act

(AODA) and the Integrated Accessibility Standards Regulations (IASR), a multi-year accessibility plan was prepared and approved for 2019-2022. Past plan(s) and compliance report(s) are available on Hôtel-Dieu Grace Healthcare's public website.

Hôtel-Dieu Grace Healthcare: About Us

At Hôtel-Dieu Grace Healthcare, we are committed to improving the health and wellbeing of the Windsor-Essex community through the delivery of patient-centred, valued based care. Hôtel-Dieu Grace Healthcare is a unique community hospital offering services in Mental Health & Addictions; Rehabilitative Care; Complex Medical and Palliative Care; and Children and Youth Mental Health. We offer a unique blend of services including but not limited to community and home based services. In collaboration with our healthcare and inter-sectorial partners, Hôtel-Dieu Grace Healthcare is providing care in new ways and in new locations throughout the region to address barriers, improve access and patient outcomes and improve the overall patient experience.

The Accessibility (Working Group) Advisory Committee

The Accessibility Working Group (2017-2018) and future Advisory Committee beginning in 2019 is accountable to the Mission Achievement Team at Hôtel-Dieu Grace Healthcare. The committee includes volunteer staff members from across the organization and volunteer community members. The Committee includes cross-representation with volunteer community members and HDGH staff serving on the Patient and Family Advisory Council.

Planning Cycle

In years that a plan is not created, an annual status report will be prepared for submission to the Mission Achievement Team. The term of each multi-year plan is determined by the Accessibility Advisory Committee, not to exceed five years as per IASR.

Accessibility Compliance

Hôtel-Dieu Grace Healthcare (HDGH) is a designated public sector organization (> 50 employees) and is required to file a compliance report with the Accessibility Directorate of the Government of Ontario every two years (last filed December 31, 2017). The report requires HDGH to respond to questions regarding compliance with the Customer Service and Integrated Accessibility Standards Regulations. At the time of this plan, HDGH was in compliance with the IASR to date (please see Appendix, “*At a Glance - AODA Timeline*” for schedule of IASR compliance requirements 2012-2021 for large, non-profit organizations).

At HDGH we are committed to meeting requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Customer Service Standards of the Integrated Accessibility Standards. Our commitment to equitable access to services and work opportunities is highlighted in the Hôtel-Dieu Grace Healthcare Policy, *Accessibility: Providing Goods and Services to People with Disabilities*. A summary of our policy includes the following statements:

- Supporting people with disabilities using their own personal assistive devices to access our services

- Welcoming a person with a disability with a service animal to all areas of the hospital open to the public or third parties
- Welcoming any person with a disability to be accompanied by a support person while on the hospital premises
- Providing notice for both future planned, and unexpected disruptions in the facilities (e.g. elevators, access ramps, accessible parking, phones, accessible washrooms) or temporarily unavailable services that are used by people with disabilities
- Encouraging and appreciating feedback regarding the way HDGH provides services to people living with disabilities
- Providing accessible forms of information and communication including accessible websites and written materials
- Recognizing the importance of and providing mandatory accessibility training for all staff, physicians, and volunteers who either directly serve or who may come in contact with hospital patients and/or visitors

- Committing to meeting the accessibility needs of our employees from the point of recruitment, to workplace accommodation and career development

Accessibility Consultations in Preparing this Plan

The purpose of the consultations are to ensure that the voice and experience of people living with disabilities in our Windsor-Essex and HDGH work community and accessibility support agencies, is clearly heard and understood by the Working Group in identifying:

- Accessibility achievements to date
- Barriers patients, visitors and staff encounter when accessing care, services, information or employment at Hôtel-Dieu Grace Healthcare
- Resources available to HDGH to support persons living with disabilities

Learning about and hearing from the people we serve is an ongoing process. Presentations have been provided to the Working Group, Leadership Forum and Mission Achievement Team over the course of 2017-2018 and input was received from the following:

- Canadian National Institute for the Blind, Windsor
- Canadian Hearing Society, Windsor
- Community Living Windsor-Essex
- Speech Language Therapists with HDGH & John McGivney Children’s Center
- HDGH, Mission Achievement Team
- HDGH, Patient and Family Advisory Council (PFAC)
- HDGH, Communications Team and Multimedia Specialist
- University of Windsor, Undergraduate Disabilities Studies, Student Placement (Jan-Apr 2017)

Hôtel-Dieu Grace Healthcare’s Accessibility Achievements Jan 1, 2014 – Dec 31, 2018:

The Accessibility Working Group wishes to acknowledge the substantial work that has been undertaken over the past five (5) years to identify and remove barriers and improve accessibility for all. These improvements

have opened up the accessibility to our HDGH community on many different levels and have had a positive impact in ways that might not have been anticipated. **Designing for disability improves accessibility for everyone!**

Notable Improvements to Accessibility 2014 – 2018:

- ✓ **New way-finding signage**, interior and exterior, including:
 - New large-print signage in Casgrain lobby
 - Large map of HDGH campus with “You are Here” indicated in main Tayfour Lobby
 - A complete review of internal wayfinding signage was conducted in 2017-2018 and recommended changes are underway at the time of this plan
- ✓ **Enhancement of elevators** in Casgrain Bldg. to include automatic verbal announcement of the floor number at which an elevator car stops, as well as “going up”, “going down” when the elevator door

opens – improved way-finding and ease of use for clients and families accessing Acquired Brain Injury and Geriatric Assessment programs and persons living with a visual impairment

- ✓ **Conversion of exterior walking path** around Emara Building to asphalt from stone providing a smooth, level walking and rolling surface
- ✓ **Extension of the railing system** around the “feature staircase” in the Tower Lobby, improving visibility and demarcation of stairs
- ✓ **Reconstruction of the Emara and Casgrain buildings main entranceways** allowing easier independent access, free of obstacles for persons using wheelchairs and other assistive devices
- ✓ **Removal of all carpeting** in the Emara building – enhancing mobility

- ✓ **Relocation & Enhancement of Programs/Departments/Services:**
 - Cardiac Wellness Program:
 - Cardiac Rehab Gym and Reception relocated from 3rd Floor Casgrain to 1st Floor Tayfour with easy access from Parking Lot M and Main Tayfour Lobby

- New Cardiac Wellness Gym fully accessible with unobstructed views of clients by staff
- Cardiac Wellness “Greeters” posted along the route to the classroom on program orientation days
- Geriatric Assessment Program (GAP) and Acquired Brain Injury Program (ABI):
 - Co-located on 3rd Floor Casgrain Building with a common reception area in close proximity to elevator
 - Elevator to this area enhanced with automatic verbal announcement technology
 - New large print way-finding signage in Casgrain lobby
- Problem Gambling Services:
 - Relocated from previous off-site location with no elevator access, to the 1st Floor Emara Building
- **Extension of hours of service** for the Emara Café, as well as the addition of 2 Volunteer coffee/snack bars providing accessible after-hours service for patient/families and staff in the main tower, TNI and Emara buildings

- **Parking Lot “M” converted from staff to visitor parking** – enhanced access to outpatient programs, such as Pulmonary Rehab, Cardiac Rehab and Bariatric Assessment programs

- ✓ In consultation with our patients, **design of paper towel dispensers changed and relocated** in all patient and staff washrooms ensuring easy access and close proximity to sinks and a change to trifold towels (simple pull down action vs. pull and tear to side) increasing ease of use by persons experiencing decreased range of motion

- ✓ **Conversion of public washroom** located on ground floor of Casgrain Building at Prince Road Entrance to fully accessible – responded to client concern/request

- ✓ **Relocation of Advertising Kiosks** placed in locations where they are visible to visitors and patients **and** support clear pathways and lines of sight to entrance ways and elevators

- ✓ eLearn **Staff Education system** – addition of audio function, PDF & print option; incorporation of AODA standards for web design – improved access to information and enhanced learning experience for staff
- ✓ Subscribed to **website accessibility scanning tool** to assist in identifying accessibility barriers on the HDGH website
- ✓ Training for communications staff as it relates to **creating accessible documents**
- ✓ **Pilot site for *Accessibility App*** being developed by AWG member, Blandine Lesage and a group of volunteer developers in the community (2017, *Hacking Healthcare Award Winners*)
- ✓ **Building accessibility ambassadors at HDGH.** Breaking down stereotypes and barriers of attitude through education, listening to and learning from the experiences of persons living with disabilities.

Barrier identification methods utilized at HDGH include:

- Regular “Accessibility Tours” by the members of the Accessibility Working group and future Advisory Committee
- Formal and informal input solicited from staff, patients, families, visitors and community partners
- Accessibility concerns and suggestions for improvements submitted to the Accessibility Working Group and future Advisory Group
- Accessibility feedback comments may be received from patients, families and visitors through the “We’re Listening” page of the HDGH website directed to the Patient Advocate at HDGH
- Accessibility concerns are identified in Patient Satisfaction survey processes, 1:1 interviews with Quality Advocates at time of admission and may be captured through HDGH Safety Reporting System
- It is important to note that multi-year accessibility planning is an iterative process. The Accessibility Advisory Committee will continue to seek out and invite community partners serving persons living with disabilities to the conversation as we continue to learn and evolve this plan.

Recommendations by the Accessibility Working Group (AWG) and future Advisory Committee (AAC)

Recommendations for removal of barriers and improvements to accessibility are drafted, approved and forwarded in writing by the AWG/AAC to the Chair of the Mission Achievement Team, who presents them on behalf of the AWG/ACC to the Executive Leadership Team for consideration. Written approval or request for further information are then circulated back to the AWG/ACC.

Recommendations / Improvements in Progress at the date of this plan:

- ✓ Removal of barriers to **access in the Tunnel**:
 - Clear signage, lane markings and options to provide a visual cue, such as a flashing light, to alert persons living with a hearing disability of approaching vehicular traffic

- Lower the level of Emergency Call station boxes on the walls of the tunnel for easier access by persons using wheelchairs

Future AODA, IASR Legislated Compliance Targets:

- **December 31, 2020** IASR General Requirements: File Compliance Report
- **January 1, 2021** Information & Communications Standard: Make all Internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description)

Review and Monitoring

The Accessibility Working Group met monthly (excluding July & August) between January 2017 and November 2018. The future Accessibility Advisory Committee will meet four times a year at the call of the Chair, beginning in 2019 and as needed in response to a request for review/discussion of barriers to accessibility. Subcommittee working groups may be formed as needed to focus on solutions and recommendations addressing one or more barriers. At each meeting, working groups will report to the

Accessibility Advisory Committee on their progress. The chair of the Accessibility Advisory Committee will report annually to the Mission Achievement Team.

This multi-year Accessibility plan is a living, evolving document. As such, changes or updates may be recommended during the life cycle of the plan and will follow the above stated review and approval process.

Communication of the Plan

The Multi-Year Accessibility Plan, compliance reports and subsequent status reports are posted to Hôtel-Dieu Grace Healthcare's website as well as electronic newsletter(s) *E-Connect* and *Staff Need to Know*. Reports and plans are available in accessible formats upon request.

Resources / References:

Accessibility for Ontarians with Disabilities Act (AODA) <https://www.aoda.ca/>

Accessibility Ontario www.AccessOntario.com

CNIB Clear Print Accessibility Guidelines www.cnib.ca/accessibility

HDGH Policy & Procedure, Accessibility: Providing Goods and Services to People with Disabilities

Integrated Accessibility Standards Regulations (IASR) <https://www.aoda.ca/>

Accessibility Working Group Members (2017-2018) involved in the development of this plan include:

- Karen Henze-Whittle, Family Rep and Patient & Family Engagement Council Member
- Blandine Lesage, Community Rep (Bilingual)
- Michelle Drouillard, Director HR, Canadian Mental Health Association, Partner Agency Rep

- Maciah Telfer, Communications Coordinator, HDGH
- Jennifer George, Physiotherapist, HDGH
- Kathy Quinlan, Manager, Quality & Clinical Projects, HDGH
- Richard White, Director, Facilities & Plant Operations, HDGH
- Judy Wyllie, Chairperson, Executive Leadership Coach, HDGH

Acknowledgment:

Hôtel-Dieu Grace Healthcare, Accessibility Working Group, would like to thank and acknowledge St. Joseph's Healthcare, London and Toronto, Ontario for inspiring the format of this plan.

Timeline

Accessibility for Ontarians with Disabilities Act (AODA) 2005 Private & Nonprofit Organizations (50+ employees)

2012 Customer Service

- Train staff and volunteers
- Develop policy

Information & Communications

- Make emergency and public safety information accessible when asked

Employment

- Create workplace emergency plans for employees with disabilities

2014 IASR General Requirements

- Develop policy
- Create a Multi-year Accessibility Plan
- Consider accessibility when purchasing or designing self-service kiosks
- File compliance report (by Dec. 31st)

Information & Communications

- Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A

2015 IASR General Requirements

- Train staff and volunteers

Information & Communications

- Make feedback processes accessible when asked

2016 Information & Communications

- Make publicly available information accessible when asked

Employment

- Make employment practices more accessible, including:
 - Recruitment
 - Employees and accommodation
 - Performance management, career development, and redeployment

2017 Design of Public Spaces

Make accessible new or redeveloped:

- Recreational trails and beach access routes accessible
- Off-street parking lots accessible
- Service counters, fixed queuing guides and waiting areas with fixed seating accessible

IASR General Requirements

- File compliance report (by Dec. 31st)

2020 IASR General Requirements

- File compliance report (by Dec. 31st)

2021 Information & Communications

- Make all Internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description)