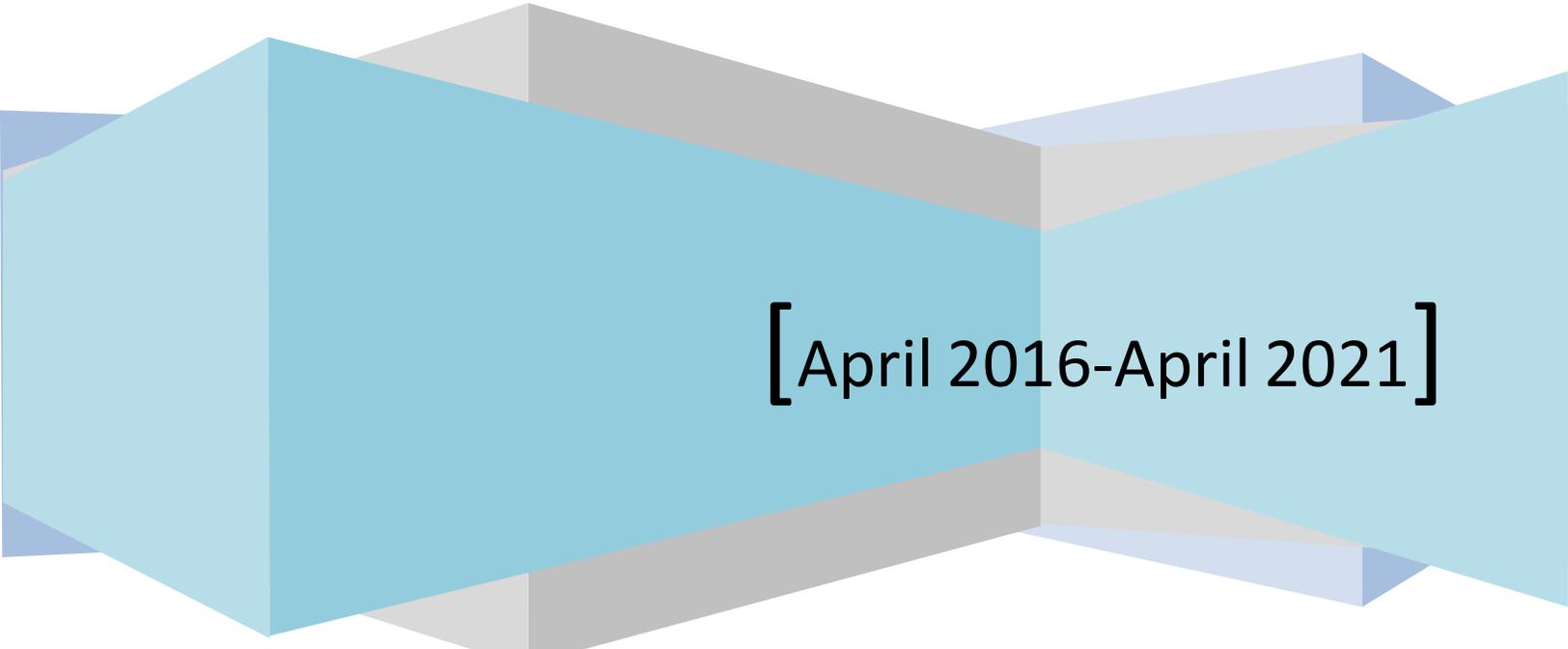




# Accessibility Plan

Prepared by:

Patient & Family Experience, and Community Engagement Department



[April 2016-April 2021]

| <b>Table of Contents</b>                                     | <b>Page</b> |
|--|-------------|
| EXECUTIVE SUMMARY .....                                      | 2           |
| 1. OBJECTIVES .....  | 3           |
| 2. DEFINITIONS .....   | 3           |
| 3. DESCRIPTION OF ST. JOSEPH’S HEALTH CENTRE .....           | 4           |
| 4. HOSPITAL COMMITMENT TO ACCESSIBILITY .....                | 6           |
| 5. ACCESSIBILITY ADVISORY CONTENT EXPERT LEADS .....         | 8           |
| 6. BARRIER IDENTIFICATION METHODOLOGIES .....                | 9           |
| 7. AODA COMPLIANCE .....                                     | 9           |
| 7.1 CUSTOMER SERVICE STANDARD .....                          | 9           |
| 7.2 INTEGRATED ACCESSIBILITY STANDARDS<br>REGULATION .....   | 9           |
| 7.3 PHYSICAL ENVIRONMENT BARRIER REMOVAL<br>INITIATIVE ..... | 10          |
| 8. INITIATIVES TO BE UNDERTAKEN .....                        | 11          |
| 9. REVIEW & MONITORING PROCESS .....                         | 11          |
| 10. COMMUNICATION PLAN .....                                 | 11          |
| APPENDIX A .....   | 13          |
| APPENDIX B .....   | 15          |

## **EXECUTIVE SUMMARY**

The Accessibility of Ontarians with Disabilities Act, 2015 (AODA) was enacted to develop, implement, and enforce Standards in order to achieve accessibility for Ontarians with disabilities in relation to goods, services, facilities, accommodation, employment, buildings, premises and transportation throughout Ontario by the year 2025.

Accessibility Standards include Customer Service (O.Reg 429/07), and the Integrated Accessibility Standards Regulation (O. Reg. 191/11). These standards require all hospitals to prepare and make publicly available a multi-year accessibility plan.

St. Joseph's Health Centre has always been committed to accessibility planning and to incorporating access issues into aspects of the Health Centre's activities. This includes daily operations, to long term planning and redevelopment. This is the fourth Accessibility Plan of St. Joseph's Health Centre.

In keeping with the AODA legislation, this plan was created in consultation with various internal advisory content expert leads, who oversee areas directly impacted by the AODA legislation. Ongoing input, both formally and informally, from staff, volunteers, visitors and patients is welcomed in identifying issues of access and exploring recommendations for improvements.

As an organization, St. Joseph's Health Centre is committed to providing equal treatment to persons with disabilities with respect to the use and benefit of services, programs, goods, facilities, employment, accommodation and buildings. This commitment extends to patients, families, visitors, employees and volunteers with visible or non-visible disabilities; and will focus on achieving compliance with the legislative requirements concerning accessibility in public sector organizations within Ontario.

This plan can be made available in alternate formats or with communication support upon request.

## 1. OBJECTIVES

---

This plan will:

- a) Provide an overview of St. Joseph's Health Centre.
- b) Highlight the Health Centre's commitment to fostering an accessible environment for persons with disabilities.
- c) Identify content expert leads that are responsible to oversee the work that is required to fulfill the mandates of the AODA legislation.
- d) Report on barrier identification methodologies.
- e) Outline compliance with the Customer Service Standard (AODA).
- f) Outline compliance with the Integrated Accessibility Standards Regulation (AODA).
- g) Highlight actions that the Health Centre has taken to date to support a barrier-free physical environment.
- h) Summarize how St. Joseph's will make their Accessibility Plan available to the public.

## 2. DEFINITIONS

---

For the purpose of this plan, the following definitions apply:

\* A **“barrier”** is 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, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (organizational) barrier.

\* A **“disability”** is any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or an a wheelchair other remedial appliances or devices;

A condition of mental impairment or a development disability;

A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

A mental disorder; or

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

\* Reference: Accessibility for Ontarians with Disabilities Act, 2005.

### 3. DESCRIPTION OF ST. JOSEPH'S HEALTH CENTRE

---

St. Joseph's Health Centre is an acute care hospital that for almost 100 years has been serving the needs of the varied communities in southwest Toronto. Our catchment area is home to many unique multicultural neighbourhoods that span the geographic boundaries to the north from lake Ontario to Eglinton; south along the Lakeshore; east to Ossington/Bathurst; and west to Etobicoke Creek. Our commitment is to provide patient and family centred care that is based on clinical and service excellence. Our health care professionals are here to provide the highest quality of patient, family and community focused health care 24 hours a day, 365 days a year.

We have a saying at St. Joe's: Many Faces, One Mission. This speaks to the diversity of the people that we serve and those who serve with us. Our Health Centre is a team of 2,500 employees, which includes over 900 nurses. We have 400 physicians with hospital privileges and our patients and visitors are supported by over 300 volunteers.

As a teaching organization, we are known for our rich learning environment that is a place of exceptional training for inter-professional students. St. Joseph's has been in partnership with the University of Toronto for over 70 years. In addition, we have strong academic partnerships with over 30 different educational institutions in Ontario and across Canada.

#### **Our Mission:**

Our Mission is founded in the legacy of the Sisters of St. Joseph's and we are proud that we are able to continue their tradition of care. St. Joseph's Health Centre is a Catholic community teaching hospital providing health care services that reflect the Gospel values of respect, dignity and compassion.

We are committed to fostering a healthy community for all. Working in partnership with our community, we reach out with the healing ministry of Christ to the sick, the disenfranchised and the disadvantaged.

#### **Our Values:**

As a Catholic hospital, we believe that life is sacred from the moment of conception until death, because God has given life to us in trust.

Recognition of the gifted nature of human life has profound implications for the ways in which we treat each other, and how we care for every patient, while maintaining the integrity and courage to remain faithful to ourselves.

For those who are not part of the Catholic religion or do not believe in God, this belief translates into respect, dignity and compassion – universally accepted human values that can be practiced regardless of religion. We practice:

***Human Dignity***

Each person is valued as a unique individual with a right to respect and acceptance.

***Excellence***

A commitment to strive for the best in care, education, research and the quality of work life.

***Compassion***

A quality of presence and caring that fosters healing and wholeness.

***Social Responsibility***

Actions that promote the just use of resources entrusted to us for the enhancement of human life, both personally and corporately.

***Community of Service***

Communities of people working together in a climate of mutual support that enable healing and the fulfillment of human potential.

**Our Vision:**

Is to “Advance the Health of our Community by being Canada’s Best Community Teaching Health Centre.”

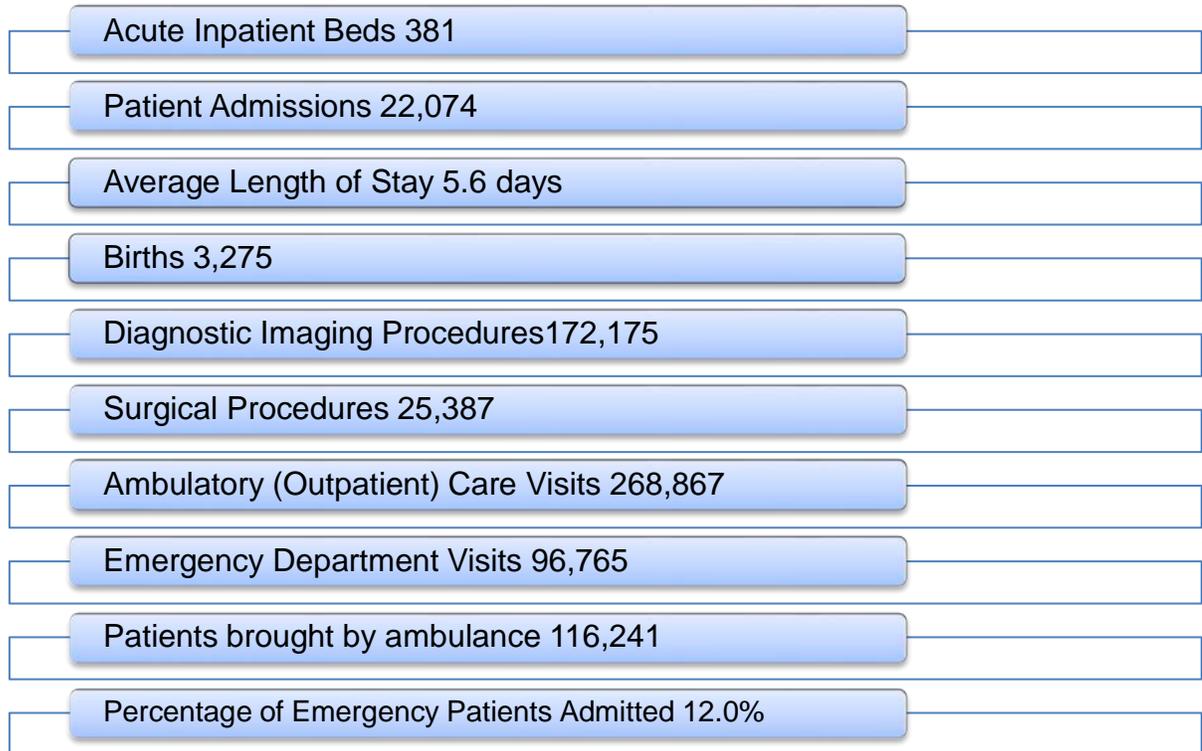
**Our Services:**

St. Joseph’s provides services throughout the entire life-cycle and that meets the needs of persons of all ages. The Health Centre’s clinical programs include

- ❖ Diagnostic & Therapeutics that encompasses diagnostic imaging, laboratory services and pharmacy
- ❖ Emergency, Mental Health & Addictions
- ❖ Medicine & Seniors Care
- ❖ Surgery & Oncology
- ❖ Women, Children, Family Health and Chronic Disease Management

## St. Joseph's – by the Numbers:

St. Joseph's is one of Canada's largest Catholic community teaching hospitals. The following is a high-level snap-shot of our service activity level for our patients that we treat each year (Data Source: Decision Support 2014/15).



## 4. HOSPITAL COMMITMENT TO ACCESSIBILITY

---

St. Joseph's is committed to providing person-centered Service Access For Everyone (SAFE; see Appendix A for attached brochure) in an equitable and inclusive manner. In alignment with our organizational values we respect the uniqueness of every individual and the diversity of the communities we serve.

At the Health Centre we provide a physical and social environment that supports the public's right to full access to all of our programs using an integrated service approach.

We also promote and value accessibility for people with disabilities fully contributing to our workplace.

In alignment with our accessibility policy ***we believe that persons with disabilities and differences are to be given equal opportunity to obtain, use and benefit from the provision of goods and services provided by the hospital.***

At the Health Centre we embrace this declaration by:

- ❖ 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 hospital services that are used by people with disabilities.
- ❖ Encouraging and appreciating feedback regarding the way the organization provides services to people with disabilities.
- ❖ Providing public notice of the accessibility of the hospital's relevant documents through the SJHC website.
- ❖ Recognizing the importance of and provides 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 their workforce from the point of recruitment, to workplace accommodation and career development.

## 5. ACCESSIBILITY ADVISORY CONTENT EXPERT LEADS

---

At St. Joseph's Health Centre there are diverse internal stakeholders from various departments that are accountable to ensure compliance with the AODA legislation. The following leadership and staff are identified as departmental advisory content expert leads and are responsible for ensuring organizational compliance with any current and future AODA legislation requirements.

| <b>Role</b>  | <b>Department</b>   | <b>Accessibility Expert</b> | <b>Content</b>  |
|--|---|-----------------------------|---|
| Director   | Corporate Communications and Public Affairs                                     |                             | Accessible web-page features/design and public notice of available accessibility documents & public notice of disruptions   |
| Manager  | Supply Chain Services   |                             | Vendor/procurement accessibility practices  |
| Manager  | Registration  |                             | Self-service kiosks incorporating accessible design features  |
| Manager  | Health Records  |                             | Availability of personal documents in accessible formats  |
| Manager  | Information Services  |                             | Accessible computer formats and/or features for employees   |
| Manager  | Patient Relations   |                             | Feedback processes  |
| Manager  | Human Resources   |                             | Staff training and notification on accommodation for applicants as part of the recruitment process                          |
| Manager  | Emergency Response Planning   |                             | Accessible Emergency procedures, plans and public safety information  |
| Director<br>Project Consultant                       | Redevelopment<br>Redevelopment  |                             | Accessibility features/requirements for the built environment & public notice of disruptions<br>Accessible Parking Spaces   |
| Manager  | Commercial Operations   |                             |   |
| Manager  | Occupational Health and Safety  |                             | Employee accommodation for applicant accessibility needs, individual workplace emergency response and return to work policy |
| Manager  | Plant Operations and Maintenance  |                             | Public Notice of Temporary Disruptions  |
| Director<br>Manager                                  | Patient & Family Experience & Community Engagement                              |                             | Overall accessibility co-ordination and oversight for policy, plan and training   |
| Director<br>Manager                                  | Medical Affairs<br>Medical Education Teaching Department                        |                             | Physician and medical students/residents accessibility awareness & training/tracking  |
| Manager  | Volunteers  |                             | Volunteer accessibility awareness & training/tracking   |
| Interim Manager<br><br>Clinical Educator - Corporate | Learning and Organizational Development<br>Advanced Practice Clinical Education |                             | Staff accessibility awareness training/tracking<br>Student accessibility awareness training/tracking                        |

## 6. BARRIER IDENTIFICATION METHODOLOGIES

---

Barrier identification methodologies utilized at the Health Centre to date include:

- Formal and informal input solicited from staff, patients, families and visitors.
- Access concerns and suggestions for improvements are submitted through the Volunteer Services Department, and the Occupational Health & Safety Team.
- Written and verbal accessibility comments are received from patients, families and visitors through the departments of Patient Relations and Corporate Communications and Public Affairs, with the latter receiving feedback through the public website and social media channels.
- Accessibility concerns are identified in the Patient Satisfaction process, and may be captured through our Risk Pro Incident Reporting Software.
- Feedback submissions are brought forward by staff, physicians and students through an online Accessibility Barrier Reporting tool (see Appendix B).
- Issues and concerns also arise through the Plant Operations and Maintenance Team.

## 7. AODA COMPLIANCE

---

### 7.1 CUSTOMER SERVICE STANDARD

The hospital has undertaken the following specific initiatives to ensure compliance with the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005:

- ✓ Established a hospital-wide Policy that describes how the Health Centre provides access for people with disabilities and differences. This Policy incorporates the hospital's provisions for the use of personal assistive devices, guide dogs or service animals and support persons.
- ✓ Developed a comprehensive training program for staff and volunteers to ensure understanding of their obligations under the Customer Service Standard.
- ✓ Facilitate a process for feedback to the hospital on how we provide services to people with disabilities, and how we will respond to that feedback.
- ✓ Ensure appropriate signage/communication when there are service disruptions.
- ✓ Welcome consultation with patients, families, and visitors regarding their communication format accommodation needs.

### 7.2 INTEGRATED ACCESSIBILITY STANDARDS REGULATION

The hospital has undertaken some specific work to ensure compliance with the Integrated Accessibility Standards Requirement (IASR) of the Accessibility for Ontarians with Disabilities Act (AODA) 2005:

- ✓ Refreshed the Accessibility Policy to include IASR-specific procedures.
- ✓ Refreshed the Multi-year Accessibility plan for January 2016-2018.
- ✓ Incorporated requirement for mandatory accessibility training completion by all external vendors/contractors as part of the procurement process.

- ✓ Revamped and redesigned staff training module incorporating IASR and Human Rights Code requirements to the existing Customer Service Standard training module.
- ✓ Purchased self-service kiosk in Registration that is wheelchair accessible and has large, contrasted font for better readability.
- ✓ Incorporated WCAG 2.0 Level A Accessibility Guidelines into hospital website, and are phasing in Level AA Accessibility Guidelines with all existing and future website upgrades/redesigns.
- ✓ Updated all human resources recruitment materials to include notification for the availability of accommodation for applicants with disabilities.
- ✓ Established processes to provide accommodation for applicants with disabilities during all recruitment stages.
- ✓ Reinforced exiting processes and protocols to provide accommodation for employees with disabilities during workplace emergency procedures, returning to work, exploring career development and advancement and redeployment.

### **7.3 PHYSICAL ENVIRONMENT BARRIER REMOVAL INITIATIVES**

Below is a partial list of recently completed or in the process of being completed renovation projects at St. Joe's. Each of the projects are designed and constructed to be functional; accessible; meet the AODA (Built Environment Standard), all relevant codes and bylaws; enable staff to efficiently perform their tasks and create a safe, pleasant patient and work environment.

- East Wing First Floor Women's Washroom
- Emergency Entrance Renovation
- Emergency Department Volunteer Information Station
- Emergency Department Public Waiting Area
- Fracture Clinic Renovation
- Health Records Client Service Window
- Interventional Angio Suite
- New Dialysis Centre
- New Interior Signage/Wayfinding System
- Patient Lounge Upgrades
- Tranquility Entrance Renovation

All newly developed or redeveloped infrastructures are constructed in compliance with specifications listed in the IASR legislation for Built Environment Standard.

When developing a new space or designing renovations for an existing facility we gather input from a variety of individuals. The design team will focus part of its discussions with these key people on issues related to accessibility. The design team itself includes individuals with specific expertise in the area of accessibility such as physiotherapists, occupational therapists and representatives from related interest groups who have unique knowledge and/or skills helpful for planning

Much work has been done in recent years to improve access to persons with disabilities on campus, but much still remains to be done. We have achieved tremendous success to remove and prevent barriers related to the built environment in the following five facility areas:

- External Approaches & Entrances
- Parking Garage Structure
- Receptions & Waiting Areas

- Sanitary Facilities
- Vertical & Horizontal Circulation

Completed projects in this area include:

- Lighting - Improved lighting with high efficiency lighting fixtures to improve visibility
- Interconnecting identified building entries on campus through: pedestrian facilities (sidewalks and ramps).
- Ongoing washroom renovations
- Parking - Increase in accessible parking spots
- Power operated doors at all main hospital exterior entrances
- Power operated doors for main hospital departmental entrances
- Renovations to parking garage structure
- Signage - Signage improved for more efficient way-finding
- Stairwells - Installed high-visibility anti-slip nosing's

## 8. INITIATIVES TO BE UNDERTAKEN

---

SJHC is pursuing a holistic and comprehensive prioritized plan that sets forth objectives over the next five years. The first step in the plan is to complete an assessment of all accessibility barriers in the Health Centre campus facilities. A funding plan has been developed to complete the assessment of all internal and external facilities in the 2016/2017 fiscal year. An annual accessibility fund is in place and will continue to fund the prioritized removal of accessibility barriers year after year. This is in addition to the dozens of annual renovation projects that are designed and constructed to be functional; accessible and meet the AODA (Built Environment Standard).

## 9. REVIEW & MONITORING PROCESS

---

The Patient & Family Experience and Community Engagement Team (PFE&CE) as the lead accessibility coordinator will meet on an ongoing bases, as required, with the advisory content experts to review and monitor accessibility requirement compliance.

Additions may be made to this Plan at any time, by the PFE&CE Team when they receive and respond to new emerging information/issues related to accessibility.

If you are aware of a barrier; physical, technical, communication, attitudinal or other, please contact us at: [partnerships@stjoestoronto.ca](mailto:partnerships@stjoestoronto.ca) or 416-530-6000-3379.

## 10. COMMUNICATION PLAN

---

The St. Joe's Accessibility Plan will be posted on both the Health Centre's internal and external websites via a link on the homepage. Hard copies will be available upon request from the Corporate Communications & Public Affairs Department.

The Plan will also be available in large print, which can be accessed by selecting the change font option on the online document. Alternative formats such as an audio file can be accommodated based on a case-by-case to meet person-centred needs.

For patient, family and visitor and feedback and concerns, please contact Patient Relations by either phone 416-530-6652 or by email at [patientrelations@stjoe.on.ca](mailto:patientrelations@stjoe.on.ca)

## APPENDIX A

### Service Access For Everyone (SAFE)

St Joseph's is committed to providing person-centered Service Access For Everyone (SAFE) in an equitable and inclusive manner. In alignment with our organizational philosophy of care and values we respect the uniqueness of every individual and the diversity of the communities we serve.

### Feedback

Patient or visitors who have accessibility concerns or issues can share their feedback with us by contacting the Patient Relations office:

- calling 416-530-6257
- email [patientrelations@stjoe.on.ca](mailto:patientrelations@stjoe.on.ca)
- mail to the attention of:  
Patient Relations Department  
St. Joseph's Health Centre  
30 The Queensway,  
Toronto, ON M6R1B5

- Feedback can also be provided through our website [www.stjoe.on.ca](http://www.stjoe.on.ca).

### Ideas?

Ideas to enhance accessibility for people with disabilities are welcomed. Please contact our Community Engagement & Urban Health Department at 416-530-6000 ext.3224.

### For more information visit:

- SJHC's Respectful Work Place e-learning
- SJHC's Accessible Service for People with Disabilities Policy
- AccessOn [www.mcass.gov.on.ca](http://www.mcass.gov.on.ca)

The graphic features the word "SAFE" in large, bold, black letters on a teal background. Below it, the text "Service Access For Everyone" is written in teal on a white background. Underneath, the words "Equity", "Independence", "Integration", "Inclusion", and "Diversity" are arranged in a curved path. Below this, there are four icons: a person with a cane, a person in a wheelchair, a hand holding a hearing aid, and a dog. At the bottom, the St. Joseph's Health Centre Toronto logo is displayed, featuring a cross and the text "ST. JOSEPH'S HEALTH CENTRE TORONTO". Below the logo are four small photographs showing diverse people in various settings.

*Accessible  
Services for  
People with  
Disabilities*

*St. Joseph's Accessibility  
Standards for  
Customer Service*

ST. JOSEPH'S  
HEALTH CENTRE TORONTO

ST. JOSEPH'S  
HEALTH CENTRE TORONTO

30 The Queensway, Toronto, Ontario M6R 1B5  
T: 416-530-6000 W: [www.stjoe.on.ca](http://www.stjoe.on.ca)

# Accessible Services for People with Disabilities

## *St. Joseph's Accessibility Standards for Customer Services*

What is the purpose of the Accessibility for Ontarians With Disabilities Act (AODA)?

It is to benefit all Ontarians by developing, implementing and enforcing accessibility standards. The Act aims to achieve accessibility for Ontarians with disabilities no later than January 1, 2025. Accessibility standards will be developed cooperatively by people with disabilities, by the Government of Ontario and by representatives of various levels of government, industry sectors and community stakeholders.

Which disabilities are covered by the AODA?

- Vision loss
- Hearing loss
- Deafblind, the combination of hearing and vision loss
- Physical disabilities
- Mental health disabilities
- Intellectual or developmental disabilities
- Learning disabilities
- Speech or Language impairments

When interacting with persons with disabilities:

- Speak directly to the person whenever possible and position yourself to achieve eye contact as appropriate.
- Listen to the person and offer to assist and communicate, where possible, in a manner that is identified by the person as most beneficial and appropriate.
- If you are not sure what to do 'just ask'. The person will let you know how best to provide service in a way that works for them.
- Be patient, supportive and courteous.
- Respect their dignity and independence.
- Honour those occasions when a person chooses to decline assistance.

St. Joseph's (SJHC) Accessible Services for People with Disabilities Policy Highlights;

- SJHC supports people with disabilities using their own personal assistive devices to access our services.
- SJHC welcomes a person with a disability with a service animal to all

areas of the hospital open to the public or third parties.

- SJHC welcomes any person with a disability to be accompanied by a support person while on the hospital premises.
- SJHC will provide notice for both future planned and unexpected disruptions in the facilities (e.g. elevators, access ramps, accessible parking, ITY phones, accessible washrooms) or temporarily unavailable hospital services that are used by people with disabilities.
- SJHC encourages and appreciates feedback regarding the way the organization provides services to people with disabilities.
- SJHC will provide public notice of the accessibility of the hospital's relevant documents through the SJHC website [www.stjoe.on.ca](http://www.stjoe.on.ca).
- SJHC recognizes the importance of and will provide 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.

# APPENDIX B

The screenshot shows a web browser window displaying the SJNET website. The header includes the SJNET logo, navigation links (HOME, SITEMAP, STJOE.ON.CA, EMAIL WEBMASTER), and a search bar with the text "Search Entire Site" and a "go" button. A left-hand navigation menu lists various site sections, with "General Resources" highlighted in blue. The main content area is titled "General Resources" and "Accessibility Barrier Reporting". It contains a form for reporting accessibility issues, including fields for Barrier Type, Location, Wing, Floor, Submitted By, Extension, and Email. There are also two large text areas for describing the barrier and providing recommendations. A "Submit" button is located at the bottom of the form.

**SJNET** St. Joseph's Health Centre HOME | SITEMAP | STJOE.ON.CA | EMAIL WEBMASTER. Search:  go

**General Resources** A A A

### Accessibility Barrier Reporting

Please use this form to submit feedback on accessibility issues within the health centre.

\* **Barrier Type:** -- Select One -- [What do the barrier types mean?](#)

\* **Location:**

If this is an off-site location, please indicate in the textbox above

**Wing:** -- Select One --

**Floor:** -- Select a Wing First --

---

\* **Submitted By:**

\* **Extension:**

**Email:**

(Provide your email address if you would like to receive confirmation of your submission)

**Description of the barrier (problem):**

**Do you have any recommendations or suggestions for improvement to address this barrier?**