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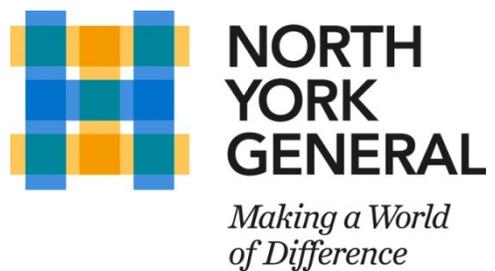
# North York General Hospital

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Accessibility Plan for  
2017-2022

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# Accessibility Plan

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## Message from the President & CEO

North York General Hospital (NYGH) recognizes and embraces the diversity of the community it serves.

The hospital's new multi-year accessibility plan for 2017-2022 outlines measures to ensure barrier-free environments, program and services for all persons who visit, work in, or use the NYGH facilities, services, and properties, in accordance with the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

This new multi-year accessibility plan builds on the work done in the previous plan and reaffirms our commitment to equal access and participation for people with disabilities.

I am proud of our achievements to date and our ongoing commitment to making NYGH a more accessible and inclusive organization.

Tim Rutledge  
President & CEO

## **Introduction**

The purpose of the Ontarians with Disabilities Act, 2005 is to improve opportunities for people with disabilities in Ontario and to provide for their involvement in the identification, removal and prevention of barriers.

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario organizations, including NYGH, are required to develop multi-year accessibility plans to help make Ontario accessible by 2025. This multi-year plan reflects our commitment to implement and monitor compliance with AODA.

This plan is organized around the following standards and general requirements of the AODA:

### **Standards**

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces

### **General Requirements**

1. Procurement
2. Training

## **Our 2017-2022 Commitments**

### **Customer Service**

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires NYGH to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

The Hospital continues to ensure compliance with the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- Review and update NYGH's Accessibility for Ontarians with Disabilities Policy and Service Animals Policy that describes how the hospital will provide access for people with disabilities. This Policy incorporates the hospital's provisions for the use of personal assistive devices, guide dogs or service animals and support persons.
- Review existing policies to ensure that they are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- Continue to offer comprehensive training program for staff, volunteers, physicians and contractors to ensure understanding of their obligations under the Customer Service Standard.
- Establish 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 all staff, physicians and volunteers continue to complete mandatory AODA related training.
- The AODA Committee will review patient feedback as a standing item on meeting agenda.
- The hospital will notify the public if there is a disruption to the facility or services onsite and will provide details about the duration and offer alternative accessible options.

### **Information and Communications**

The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires NYGH to communicate and provide information in ways that are accessible to people with disabilities.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- NYGH will provide or arrange accessible format and communication to any persons with disabilities upon request.

- All new external and internal websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- People with disabilities have the right to use their own personal assistive devices while accessing the goods or services provided by NYGH, unless there is a defined risk associated with that use. When a person makes a request to use their own personal assistive device, NYGH will assess safety compliance. If the device appears to be unsafe, the hospital will endeavour to find an appropriate substitute device.

## Employment

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that NYGH must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- Provide equal opportunity of employment and volunteering opportunities for persons with a disability.
- Emergency Procedures, plans or public safety information will be made available to the public in accessible formats upon request.
- Individual emergency response information is provided during an employee's health assessment for individualized plans to accommodate the employee. Accommodation is offered at various stages in the recruitment process to ensure persons with a disability are able to participate fully.
- accommodation planning.
- Continue to provide Employee Assistance Program to support NYGH employees in the areas of mental health and wellness through a wide range of supports and resources.

## Transportation

The Transportation Standard under the Integrated Accessibility Standard Regulation sets out the requirements to prevent and remove barriers to public transportation so that everyone can more easily travel in Ontario.

Much of the responsibility for removing barriers to transportation in Ontario resides with municipalities and public agencies. However, NYGH will provide support to help make transportation and related services more accessible, where possible.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- When required NYGH will provide accessible transportation services

### **Design of Public Spaces**

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires NYGH to ensure that newly-constructed or significantly renovated public spaces are accessible.

The Hospital also complies with the Ontario Building Code's requirements for accessibility in the built environment.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- Incorporating accessibility, where possible, into, out of and around NYGH facilities and public spaces.
- NYGH will improve accessibility design requirements, where possible, for the organization with the goal to move to universal design principles that comply with the Ontario Human Rights Code, Ontario Building Code and Design of Public Spaces standard.
- When constructing or renovating facilities, where possible, features such as elevators, doors, washrooms, parking and furnishings will be accessible.
- The Accessibility Committee will engage community partners to conduct barrier assessment and make recommendations for improved accessibility.
- Incorporating an accessible Wayfinding System within circulation routes into, out of and around NYGH facilities and public spaces to facilitate ease of navigation and universal safe access for persons' disabilities.

### **Procurement**

Under the Integrated Accessibility Standard Regulation, NYGH is required to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- Continue to include in procurement practices compliance to accessibility standards for all potential contractors and service providers. Proponent are required to describe how the proposed services will be in compliance with applicable accessibility standards under the Accessibility for Ontarians with

Disabilities Act, 2005 and its regulations, including any policies and personnel training that have been or will be implemented by the Proponent.

- Continue to require goods, equipment and/or services provided to the Hospital to comply with applicable accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations. If requested by the Hospital, acting reasonably, the Supplier shall provide evidence of the policies, procedures and training practices that it has implemented to comply with the foregoing.

## Training

Under the Integrated Accessibility Standard Regulation, NYGH is required to ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities.

The Hospital continues to ensure compliance with the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, as follows:

- Ensure all staff, volunteers and physicians continue to complete mandatory training (i.e. Accessibility Standards for Customer Service Training , Integrated Accessibility Standard Regulation Training)
- Continue to build accessibility awareness through e-courses and in-class training for all staff, physicians and volunteers.
- Continue to provide training in respect to any changes to policies on an ongoing basis.
- Continue to keep a record of the training provided including dates and number of individuals to whom it was provided.
- Through Diversity and Inclusion Enhanced Learning Initiatives, NYGH will leverage community resources to deliver in class sessions and make available to all staff, physicians and volunteers.
- Staff, physicians and volunteers will have access to training that helps them understand how hidden biases impact workplace interactions and how to prevent biases from negatively impacting others, including people with disabilities.
- Promote principles and practices of respectful workplaces through training and resources.

## Conclusion

As the Hospital continues to prevent, identify and remove accessibility barriers through the work of the Accessibility Committee, community partners and Hospital leadership, we will monitor and on the progress and results in meeting the commitments in this multi-year accessibility plan.

In addition, the Hospital will continue to submit compliance reports to the Accessibility Directorate of Ontario as required.

## How to reach us

At NYGH, patients come first in everything we do and we are committed to preventing, identifying and removing barriers that impede an individual's ability to access care and services, or to work here.

### Current language

If you require more information or need this information in another format, please email [patientexperience@nygh.on.ca](mailto:patientexperience@nygh.on.ca) and let us know what you require — we will work with you to meet your needs.

### Accessible customer service feedback

To provide feedback on how we can provide accessible customer service, please email [patientexperience@nygh.on.ca](mailto:patientexperience@nygh.on.ca)

### Accessible format and communication support

If you require more information or need this information in another format or require communication supports, please email [patientexperience@nygh.on.ca](mailto:patientexperience@nygh.on.ca) and let us know what you require — we will work with you to meet your needs.

## References

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards O. Regulation 191/11

Ontarians with Disabilities Act, 2001