

NYGH Accessibility Plan 2017-2022 Review October 2019

1. Customer Service

Actions	Comment
<p>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.</p>	<p>NYGH's Accessibility for Ontarians with Disabilities Policy has been reviewed and updated for revisions or changes in policy (Dec. 2017)</p> <p>Service Animals Policy that describes how the hospital will provide access for people with disabilities will be updated by March, 2020</p>
<p>Review existing policies to ensure that they are consistent with the core principles of independence, dignity, integration and equality of opportunity.</p>	<p>Planned for fiscal 2020-21</p>
<p>Continue to offer comprehensive training program for staff, volunteers, physicians and contractors to ensure understanding of their obligations under the Customer Service Standard.</p>	<p>The AODA Customer Service module is part of the mandatory training for all new staff, physicians, learner, volunteers and contract staff.</p> <p>There has also been some limited classroom training (e.g. CNIB with MI staff).</p>
<p>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.</p>	<p>The hospital currently has a process for people to provide positive or negative feedback. Oversight is maintained through the Patient Experience Office. Each complaint or compliment is handled based upon the needs of the individual bringing forth the feedback. If the feedback pertains to accessibility, it is documented and followed up on.</p> <p>Contact information is posted on our website - https://nygh.on.ca/patients-and-visitors/contact-us</p>
<p>Ensure all staff, volunteers and physicians continue to complete mandatory training.</p>	<p>All staff, physicians, volunteers, learners and contract staff are required to complete mandatory training. Completion is tracked and reported.</p>

NYGH Accessibility Plan 2017-2022 Review October 2019

The AODA Committee will review patient feedback as a standing item on meeting agenda.	Completed – 2017
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.	Facilities will provide impacted areas and options to the communications department. In some cases, this will be with signage or other means as needed including posting on public facing communications tools (i.e., external web site, social media platforms, etc.)

2. Information and Communication

Actions	Comment
NYGH will provide or arrange accessible format and communication to any persons with disabilities upon request.	Printed and online material is designed to meet AODA standards. In the event a request is made for additional formatting requirements, the hospital will make the necessary arrangements to provide that material.
All new external and internal websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.	With the launch on the new external web site in June 2019, the site conforms to the AODA and WCAG standards. As does the hospital's internal web space launch in 2013.
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 in accordance to policy. If the device appears to be unsafe, the hospital will endeavour to find an appropriate substitute device.	Reference ELECTRICAL EQUIPMENT & ITS USE IN THE HOSPITAL, Policy Number: IX-10

NYGH Accessibility Plan 2017-2022 Review October 2019

3. Employment

Actions	Comment
Provide equal opportunity of employment and volunteering opportunities for persons with a disability.	Our recruitment and selection process is clear and built in such a way to promote unbiased selection which aids in attracting and retaining persons with disabilities who hold the required qualifications for the role. Our process also allows us to improve on building on a diverse workforce that represents the population of the community that we serve. Volunteer assignments are modified when expressed needs are identified.
Emergency Procedures, plans or public safety information will be made available to the public in accessible formats upon request.	In collaboration, the Risk Management lead, Facilities department, Emergency Preparedness committee and Corporate Communications and Public Affairs department can provide accessible formats upon request.
Individual emergency response information is provided during an employee's health assessment for individualized plans to accommodate the employee	As part of our employee onboarding pre-placement health assessment employees with disabilities that require individual emergency response plans are identified and put into place.
Accommodation is offered at various stages in the recruitment process to ensure persons with a disability are able to participate fully.	Human Resources includes a paragraph within all job postings that clarifies that individuals with disabilities will be accommodated upon request. HR also communicate this through the job offer process and asks applicants to identify if they require any accommodations during their employment. If accommodations were to be requested, HR would work with Occupational Health to assist with next steps.
Disability support services to provide better support for employee accommodation planning. (OHS)	Occupational Health, Safety and Wellness has a process to address accommodation requests and planning for employees in conjunction with Human Resources.

NYGH Accessibility Plan 2017-2022 Review October 2019

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.	Employee Assistance Program is available to all employees and their families. This includes counselling and online access to resources, in-services, wellness initiatives, seminars, legal support and onsite critical incident services.
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4. Transportation

Action	Comment
When required NYGH will provide accessible transportation services	Provided as required

5. Design of Public Spaces

Action	Comment
Incorporating accessibility, where possible, into, out of and around NYGH facilities and public spaces.	Any new projects or initiatives are considered where possible for accessibility.
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.	Accessibility initiatives are driven by renovating new spaces where possible and accommodations are reviewed on a ad hoc basis. The AODA committee will be reviewing key spaces and will provide areas for improvement.
When constructing or renovating facilities, where possible, features such as elevators, doors, washrooms, parking and furnishings will be accessible.	When areas that are completely renovated to base building will meet the local bylaws and zoning requirements with respect to accessibility at time of construction. If the space is just being refreshed, then accessibility items will be reviewed and addressed where possible.
The Accessibility Committee will engage community partners to conduct barrier assessment and make recommendations for improved accessibility.	In 2019 we engaged the CNIB and Bloorview Hospital to discuss how we could improve accessibility. Further community partners will be identified and consulted for 2020-21.

NYGH Accessibility Plan 2017-2022 Review October 2019

<p>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.</p>	<p>This is incorporated and included in the wayfinding committee agenda as an addressable item.</p>
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6. Procurement

Action	Comment
<p>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.</p>	<p>As a course of normal RFX formation and contracts, Plexxus includes AODA language which requires the description of how any proponent will comply with the Act.</p>
<p>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.</p>	<p>The Sourcing and Purchasing staff install language in all documents, where applicable, to ensure that suppliers comply with any request.</p>

7. Training

Action	Comment
<p>Ensure all staff, volunteers and physicians continue to complete mandatory training.</p>	<p>All staff, physicians, volunteers, learners and contract staff are required to complete mandatory training. Completion is tracked and reported.</p>

NYGH Accessibility Plan 2017-2022 Review October 2019

<p>Continue to build accessibility awareness through e-courses and in-class training for all staff, physicians and volunteers.</p>	<p>Some training has been implemented as requested (e.g. CNIB session 2019). An area for increased activity in 2020-2021.</p>
<p>Continue to provide training in respect to any changes to policies on an ongoing basis.</p>	<p>Mandatory AODA and IASR training modules are updated based on changes in legislation. Last module update was 2017-2018. As a result, staff were required to complete the updated module.</p>
<p>Continue to keep a record of the training provided including dates and number of individuals to whom it was provided.</p>	<p>All mandatory training, including AODA & IASR are maintained on our Learning Management System, Physician Credentials data base and our participant specific SharePoint sites (e.g. Volunteers)</p>
<p>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.</p>	<p>NYGH currently offers several on-line modules related to Diversity, which is supported by our Diversity Framework. It is anticipated that this will be an enhanced area of focus in the development of the updated People Plan (2020).</p>
<p>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.</p>	<p>Planning underway for training in fiscal 2020-21, including training on reducing bias in the recruitment and employment interviewing process.</p>
<p>Promote principles and practices of respectful workplaces through training and resources.</p>	<ul style="list-style-type: none"> • Motivating People to Action – December 2017 (Leadership Café) • Incivility in the Workplace – September 2018 • Assert Yourself with Confidence – September 2018 • Ethical Leadership – November 2018 • High Performing Healthcare Teams –November 18 • Appreciation Languages – December 2018 • Emotional Intelligence – January 2019 • Communicating with Impact – January 2019 • Working with Empathy in Healthcare – Feb. 2019 • Crucial Conversations – February 2019 • Diversity and Inclusion Training (The 519 Organization) – February 2019 • Identifying and Managing Emotional Triggers – May 2019 • Appreciation Languages – June 2019 • Communicate with Impact – July 2019

NYGH Accessibility Plan 2017-2022 Review October 2019

	<ul style="list-style-type: none">• Assert Yourself with Confidence – August 2019• Diversity and Inclusion Training (The 519 Organization) – October 2019 (cancelled)• Working with Empathy in Healthcare – October 2019• Identifying and Managing Emotional Triggers – October 2019• Leading with Emotional Intelligence – November 2019• Crucial Conversations – December 2019• Emotional Intelligence/Appreciation Languages – December 2019• High Performing Healthcare Teams – Feb. 2020
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