

# **Holland Bloorview**

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**Kids Rehabilitation Hospital**

## **Multi-Year Accessibility Plan**

**2015-2016 Update**

**2016-2021 Plan**

**Reported December 2015**

**An alternate format of this Multi-Year Accessibility Plan is available upon request**

## **Holland Bloorview Kids Rehabilitation Hospital 2015/2016 Accessibility plan update and 2016 -2021 plan**

### **About Holland Bloorview Kids Rehabilitation Hospital**

Holland Bloorview Kids Rehabilitation Hospital (Holland Bloorview) is Canada's largest children's rehabilitation hospital focused on improving the lives of kids with disabilities. We are a global leader in applied research, teaching and learning, and client and family centred care. Our vision is to create a world of possibility for kids with disability.

We are dedicated to knowledge generation and sharing innovative treatments, therapies, and technologies that give children with disabilities the tools to participate fully in life. Located onsite, the Bloorview Research Institute conducts transformational research in pediatric rehabilitation.

Holland Bloorview is an internationally recognized teaching hospital fully affiliated with the University of Toronto. Our Teaching and Learning Institute embraces best practice models to train and develop the next generation of experts in childhood disability.

We are a provincial resource transforming care for children with cerebral palsy, acquired brain injury including concussion, muscular dystrophy, amputation, epilepsy, spina bifida, arthritis, cleft-lip and palate, autism and other physical and developmental disabilities.

### **Holland Bloorview's Commitment to Accessibility**

Accessibility is a key priority for Holland Bloorview. Given the nature of the clients we serve, accessibility is foremost in our built environment, planning, program development and services. In addition, Holland Bloorview works closely with other community providers to help increase accessibility for our clients outside of Holland Bloorview's programming. For example, our participation and inclusion programs exist to facilitate active participation by kids with disabilities in recreational activities. We work with community partners and organizations across Ontario to make their activities more accessible. We also provide accessible or adapted equipment to facilitate participation for children with disabilities.

Our commitment to accessibility is an ongoing focus for Holland Bloorview Kids Rehabilitation Hospital, and we will continue to monitor the external innovations related to accessibility that may be relevant for Holland Bloorview.

### **Accessibility Planning Advisory Committee**

As a hospital and a publicly-funded facility in Ontario, Holland Bloorview Kids Rehabilitation Hospital is obligated to comply with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. As an organization whose primary mandate is to create a world of possibility for children with disability, Holland Bloorview embraces our mandate

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and leadership role in ensuring accessibility for everyone. The purpose of the AODA is to develop, implement and enforce standards for accessibility in Ontario related to goods, services, facilities, employment, accommodation and buildings by 2025<sup>1</sup>. As a designated public sector organization, Holland Bloorview has two obligations under this Act:

1. Develop an annual accessibility plan, make it available to the public, and follow through on the implementation of the plan.
2. Comply with the Accessibility Standards for Customer Service and the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code.

For the purposes of Holland Bloorview's accessibility planning, Holland Bloorview uses the Ontario Human Rights Code definition of "disability", which is also the definition used in the development of the AODA:

- 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 on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental 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 ("handicap")

In addition, Holland Bloorview references the AODA's definition of a "barrier," which is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- physical barriers, for example a step at the entrance to a store;
- architectural barriers, for example no elevators in a building of more than one floor;
- information or communications barriers, for example a publication that is not available in large print;
- attitudinal barriers, for example assuming people with a disability can't perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and

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<sup>1</sup> Access Ontario. A Guide to the Accessibility for Ontarians with Disabilities Act, [http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding\\_accessibility/ao\\_da.aspx](http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/understanding_accessibility/ao_da.aspx)

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- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring

To guide Holland Bloorview in the development of its accessibility plan, Holland Bloorview created an Accessibility Planning Advisory Committee (APAC) in 2009. In 2015, the APAC became part of Holland Bloorview's Equity, Diversity and Inclusion committee (EDI).

As a sub-group of the EDI committee, the APAC will continue to:

- ensure Holland Bloorview meets its obligations under the AODA to develop a Multi-Year Accessibility Plan;
- provide advice on what the plan should include;
- review Holland Bloorview's annual progress on the plan; and
- help identify annual priorities within the plan

The APAC reports to the Equity, Diversity and Inclusion committee and is accountable to the senior management team for approval of Holland Bloorview's Multi-Year Accessibility Plan on an annual basis.

### **2016-2017 Membership**

**Michelle Halsey**, Communications and Public Affairs

**Bobby Hancock**, Building Services

**Nancy Killey**, Organization Development and Learning

**Joanna Miedzik**, Volunteer Resources and Reception

**Lindsay MacDonald**, Human Resources

**Lorraine Thomas**, Snoezelen and Resource Centre

**Kimberley Siu-Chong**, Client and Family Integrated Care

**Alison Hughes**, Holland Bloorview Foundation

## **Multi-Year Accessibility Plan**

### **2009-2014 Accessibility Planning Activities**

The focus of the Accessibility Planning Advisory committee from its inception in 2009 through 2014 has been to implement and to ensure compliance with policies, practices and training requirements related to the Accessibility Standards for Customer Service and the Integrated Accessibility Standards and the Human Rights Code for employees, volunteers and all others who provide goods, services or facilities on our behalf.

We have developed an accessibility policy and related procedures that govern how we achieve accessibility through meeting the requirements in the Accessibility Standards for Customer Service, Integrated Accessibility Standards Regulation and the Human

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Rights Code. We implemented and maintained a Multi-Year Accessibility Plan that supports the removal of barriers to our built environment, accessing our services, transportation, employment and information and communications. We have provided accessible format features on our website to achieve Website Content Accessibility guidelines (WCAG) 2.0 Level A compliance. We make accessible formats for the accessibility plan, policies, feedback and issues resolution available upon request.

Holland Bloorview has a health literacy review process for our communication materials to ensure they are relevant, clear and easily understood. Our health literacy committee review and recommends changes to written materials. The result is a document that meets health literacy standards and has our health literacy stamp of approval. We have reviewed and developed policy and processes to specifically address standards related to:

- workplace emergency response information
- workplace accommodation for applicants and employees
- accessible vehicles (as relevant to Holland Bloorview)

The APAC reviewed and provided feedback to the Accessibility Directorate on the built environment standard related to public spaces and recreation trails. We provided two tours of our building to staff of the Accessibility Directorate to highlight our built environment and its accessible design and features.

### **2015-2016 Accessibility Planning Activities**

The focus of the activities of the accessibility planning sub group over the past year has been on continuing to meet our training commitments and ensuring that Holland Bloorview is compliant with the requirements under the AODA and its standards. Specifically in relation to the Integrated Accessibility Standards and the Human Rights Code, we have embedded in practice:

- Workplace emergency response information in our Occupational Health review process and documentation
- Workplace accommodation for applicants and employees in our Recruitment process and portal

The transition and integration of the APAC with the broader mandate of the EDIC is a recent change. We are confident that adding the accessibility lens to the equity, diversity and inclusion agenda will challenge our thinking and enable us to remove barriers and be even more inclusive and accessible as an organization. The APAC reviews and provides feedback on standards and the implementation of AODA in our health care environment.

We are committed to removing barriers in our own organization and built environment. We have a very accessible building design and features, however there is always room for improvement. Redesign of our cafeteria and Tim Horton's café area took place this

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year. Feedback and input from clients, families, employees and visitors informed the lowering of the serving counters, cash areas, the salad bar and refrigerated counters to improve physical access.

### **2016-2021 Accessibility Plan**

#### **Training - Accessibility Standards for Customer Service, Integrated Accessibility Standard Regulation and the Human Rights Code**

**Focus area: Accessibility Standards for Customer Service, IASR and Human Rights Code – policies practices and procedures**

Commitment: ongoing

Planned actions: Continue to review any new policies, practices and procedures to ensure they reflect the Accessibility Standards for Customer Service such as issues resolution, the IASR and Human Rights Code and ensure updated training is provided.

Implementation timeframe: Ongoing

**Focus area: Accessibility Standards for Customer Service, Integrated Accessibility Standards Regulation and the Human Rights Code – training plan**

Commitment: ongoing

Planned actions: Continue to assign and track training for all new employees related to customer service, the IASR and the Human Rights Code using the Workplace Independent Study and Education (WISE) e-learning system.

Continue to assign and track training for all new volunteers related to customer service, the IASR and the Human Rights Code by transitioning from in-class training to using the Absorb e-learning system.

Review new training materials in partnership with EDIC to update and enhance our accessibility and Human Rights code training for staff and volunteers.

Implementation timeframe: January 2016-September 2016

### **Employment -Workplace Emergency Response Information**

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Commitment: implemented January 1, 2014–Ongoing

Planned actions:

Ensure that emergency procedures made available to the public are available in an accessible format upon request.

Continue to develop and communicate individualized emergency response plans for employees.

Implementation timeframe: ongoing

### **Employment - Workplace Accommodation**

Commitment: implemented January 1, 2014 – ongoing

Planned actions:

Continue to implement workplace accommodation procedures, documentation and communication for applicants and employees related to recruitment, assessment, selection, notification, informing, communication, accommodation plans, return to work, performance management, career development and redeployment.

Implementation timeframe: ongoing

### **Transportation**

#### **Focus area: accessible vehicles**

Commitment: implemented January 1, 2014–ongoing

Planned actions:

Continue to ensure current patient transportation vehicles meet the accessibility standards.

Continue to review any contracts for taxi services to ensure availability of accessible transportation.

Implementation timeframe: ongoing

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### **Focus Area: Transportation Standards Development**

Commitment: ongoing from January 2016

Planned actions:

Provide representation from Holland Bloorview to the Transportation Standards Development Review Committee as requested by the Minister of Economic Development, Employment and Infrastructure. Sarah Keenan named as representative to inform revisions to the Transportation Standards.

Implementation timeframe: February 3, 2016 to end of committee duties

## **Information and Communications**

### **Focus Area: Standards for new websites and web content**

Commitment: ongoing

Planned actions:

Review the requirements and determine implications for conforming with WCAG 2.0 Level AA for Holland Bloorview web sites and web content.  
Develop a strategy and action plan to meet the requirements and implement actions plan.

Implementation timeframe: January 1, 2016-January 1, 2021

### **Focus Area: Review of Multi-Year Accessibility Plan for plain language**

Commitment: ongoing

Planned actions:

Submit the Multi-Year Accessibility Plan to the Holland Bloorview health literacy review process to ensure that it is using plain language and is relevant, clear and easily understood by our clients, families and the public. Make revisions based on their recommendations.

Implementation timeframe: February 2016–June 2016

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### **Issues Resolution Process**

#### Issues resolution process

In addition to the specific work and priorities developed by the APAC, and outlined in this plan, there are a number of existing mechanisms and processes by which accessibility issues can be identified and addressed.

Upon request the organization will provide or arrange for the provision of accessible formats for feedback or issues resolution and communication supports for persons with disabilities.

Issues resolution and feedback mechanisms for all issues including accessibility include:

- If clients and families have questions, concerns, or feedback, we encourage them to speak with a member of their Holland Bloorview team right away. If they do not feel comfortable or feel the situation requires further attention, they can contact Client and Family Relations in writing, by phone or by simply dropping in to the Family Resource Centre. Client and Family Relations will listen to the issues at hand in a safe and confidential setting, as well as plan next steps for issue resolution. Families and clients can bring their concerns forward to Kimberley Siu-Chong, Client and Family Relations Facilitator, Room: 1E250 or 416-425-6220, extension 6084 or email [feedback@hollandbloorview.ca](mailto:feedback@hollandbloorview.ca).
- In 2015, we partnered with the National Research Corporation of Canada (NRCC) to introduce a new feedback survey for clients and families.
- Youth Advisory Committee – Youth can bring forward their concerns to the committee or its chair. The committee will bring forward any concerns to Holland Bloorview, and will work with Holland Bloorview to address the concern, where appropriate.
- Built environment and physical plant concerns are submitted to building services through a Meditech order. Building services will review the request, and address the concern as appropriate.
- Holland Bloorview has a Joint Occupational Health and Safety Committee (JOHSC) that identifies and addresses health and safety concerns in the workplace. Concerns can be brought forward by staff or management to any member of the JOHSC.
- Annual workplace inspections take place throughout the year in all areas of the building. This is an opportunity to identify issues and for staff to bring forward their concerns.
- Each new hire at Holland Bloorview undergoes an assessment with an occupational health nurse. This is an opportunity for the new employee to identify accommodation needs for emergency response, raise any concerns or special needs that they may have that can be addressed by Holland Bloorview.

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- Occupational health and safety offers accommodations for employees who need special accommodations to do their job on an ongoing basis, upon request or following a short or long-term disability leave. A central fund is available for adaptations if the accommodation is deemed medically necessary as shown through medical documentation.

### **Inquiries**

For more information, please contact:

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