

Holland Bloorview Kids Rehabilitation Hospital Accessibility Status Report 2018-2019

The Accessibility Status Report 2018-2019 is the first annual update Holland Bloorview Kids Rehabilitation Hospital provides on the measures taken to sustain what works of and improve and implement the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Holland Bloorview's Multi-Year Accessibility Plan 2018-2021*.

This *Status Report* highlights what we have accomplished as an organization in support and alignment with the mission and values of our *No Boundaries Strategic Plan 2017-2022*, and includes the strategies and actions that identify, prevent, and remove barriers for our clients, families, stakeholders, volunteers, and employees.

To review the *Holland Bloorview's Multi-Year Accessibility Plan 2018-2021* visit <https://hollandbloorview.ca/accessibility>

For more information, any inquiries, and/or if you would like to provide feedback, please contact our Equity, Diversity & Inclusion office at accessibility@hollandbloorview.ca

Holland Bloorview's Commitment to Accessibility Planning

Accessibility is a key priority for Holland Bloorview. Given the nature of the clients we serve, accessibility is foremost in our 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 Active Living Centre exists to facilitate active participation by kids with disabilities in recreational activities. We work with community centres 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 work not only prioritizes the clients we serve, but also the employees and volunteers who take up space internally who serve our organization so that we can strive to model being a top employer.

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.

The Accessibility for Ontarians with Disabilities Act Compliance Overview

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), Holland Bloorview must meet specific requirements of the AODA. There are general and compliance requirements that must be met every year. This is a summary overview that Holland Bloorview has ensured to be in compliance as well as targets that strive to improve the lives of people with disabilities.

2018-2019

- ✓ AODA Training for employee and volunteers
- ✓ Accessible information
- ✓ Accessible Transportation
- ✓ Accessible formats and communication supports
- ✓ Design of public spaces
- ✓ Accessibility Policy and other supporting policies
- ✓ Inclusive Employment
- ✓ Accessible customer service
- ✓ Accessible feedback
- ✓ Availability of Emergency Procedures to Employees and the Public

Future Requirements

- **2021 Digital Accessibility:** enrich web content to World Wide consortium Guidelines (WCAG 2.0) – an international standard for making websites and web content accessible to a more expansive range of users with disabilities
- **Update training** to be compliant to anticipated legislative requirement changes, including AODA and Accessibility Canada Act

Accessibility Planning Advisory Committee (APAC)

A Big Thank You...

...to those who have continued to stay involved in the planning, implementation, and reviewing of Holland Bloorview's work in accessibility and inclusion. This year's reporting could not have taken place without the members who gave their input and ensured that this work continues.

APAC will be looking to recruit new members in the coming New Year of 2020 in order to ensure that voices are heard and that the capacity can be maximized for furthering the ongoing inclusion work that goes beyond legislative compliance.

Accomplishments 2019

Holland Bloorview's continual efforts to take notable strides on accessibility both for clients and families as well as for employees are important to acknowledge, given the expansive scope and areas that we cover. Collectively as an organization and with APAC over the years, we have accomplished and achieved many milestones and building blocks for a more accessible and inclusive culture and environment here. Below are the different ways in which Holland Bloorview has moved the dial forward this past year, including receiving of awards:

- **Research Advancement:** The 14th Annual BRI Symposium was hosted on November 19th, 2019 to showcase the leaps and bounds that Canadian Research has made in advancing the field of childhood disability globally through ground-breaking research, discovery, innovation, family engagement, and action. The Pursuit Award Ceremony took place on May 15th, to recognize PhD students and recent alumni from across the globe for their outstanding contributions to and achievements in childhood disability research. Conducted a research study on youth with the intersections of topics of sexuality and disability.
- **Social advocacy:** The *Dear Everybody* anti-stigma campaign continued its final stretch in year 3. <https://deareverybody.ca>
- **Physical improvements:** Three great physical facilities additions were made this year – accessible water refilling stations (one in basement and one in cafeteria), an accessible podium, and Dynamic Symbol of Access/Moving Forward Parking signs in the main parking lot.



Social Impact, Program and Community

- **Outreach:** Increased many touch points in the public communities through outreach efforts such as roadshows, media interviews, and town-hall meetings that focused on reaching typically underrepresented communities on disabilities, particularly the Punjabi community this past year. There were also two written articles in Abilities magazine that were contributed by the EDI Executive Lead and Accessibility Coordinator. Touch points continue to extend to broader communities and levels, including providing information for Minister Raymond Cho's presentation at the UN delegation.



- **International Women's Day #BalanceforBetter**



- **Organizational Internal Learning Opportunities:** 3 Accessibility Lunch & Learn sessions were facilitated along with advising on projects to ensure that employees can build on their knowledge and skills within their roles.

- **Increased organizational capacity on EDI:** Hired the first Executive Lead on Equity, Diversity, and Inclusion which was an addition to SMT to develop and deliver on an EDI strategy in support of *No Boundaries* strategic plan, and subsequently added two positions in the EDI department: an Accessibility Coordinator to focus on key compliance deliverables for the organization on AODA, and an EDI Coordinator with a focus on learning and building capacity on EDI internally for the organization.
- **Employment:** Launched Project SEARCH, a 10-month school-to-work program, to help students develop competitive, transferable skills required for entry-level employment



Looking Ahead 2020 and Beyond

- ❖ **Alignment with EDI policy** – an EDI policy was developed in 2019 so to further ground the work of inclusion, especially on accessibility; there will be intentional efforts made for alignment of existing and new policies that will strengthen Holland Bloorview’s organizational culture and quality of services provided.
- ❖ **Refreshing EDI lens** – to strengthen this resource tool for employees in order to maximize feasibility for utilization in their roles; efforts will be made to ensure alignment with the new EDI lens.
- ❖ **Up-to-date Accessibility policies** – efforts will be made to ensure that policies continue to be up-to-date so that they can be implemented in ways that are not just in compliance, but also allow for Holland Bloorview to continue to be one of the best leaders on the work of accessibility and being a model employer.
- ❖ **Continuing to be top employer and to model best practices** – to explore integrating current accommodation and accessibility planning practices that have been in place for students
- ❖ **Recruitment for new members APAC** – to continue building capacity organizationally and to ensure appropriate representation and prioritizing of voices and expertise.
- ❖ **Updated training** – as we are anticipating new changes in legislation, there will be new training opportunities explored; continual learning built from previous opportunities.
- ❖ **Web content & website changes** – we will be focusing on ensuring, at minimum, compliance of web content requirements and refreshing of web pages to reflect the changes of legislation and provide resources and tools for education for the public and employees.

Let us know what you think!

Please let us know if you have any questions or feedback about activities, initiatives, and programs highlighted in this report and in the 2017-2021 Multi-Year Accessibility Plan, as well as accessibility matters in general.

Email: accessibility@hollandbloorview.ca