



Holland Bloorview
Kids Rehabilitation Hospital

Multiyear Accessibility Plan 2021-2026

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Message from Julia Hanigsberg, President and CEO

For the 6.2 million Canadians who self-identify as living with a disability, it is vital that Holland Bloorview Kids Rehabilitation Hospital demonstrates its commitment to advancing accessibility through actions and words.

Holland Bloorview's new Multi-Year Accessibility Plan charts the hospital's ongoing promise to both eliminate barriers and ensure greater opportunities for Canadians with disabilities. Moreover, all people with disabilities will be shown respect, have equal opportunities, and enjoy a full sense of belonging as they work, learn, engage in research or receive care and services at Holland Bloorview.

This Multi-Year Accessibility Plan intersects with, and supports [our strategy, mission, vision and values](#).

This Multi-Year Plan is not only our legislative obligation, but also a heartfelt, commitment that targets the diverse needs and concerns of people with disabilities.

Language Notice: Disabled Person / Person with a Disability

While the Canadian government emphasizes “people-first” language (e.g. person with a disability), we recognize that there are individuals within the disability community who refer to themselves in other ways.

Accessibility Planning Advisory Committee

One of Holland Bloorview's obligations under the Accessibility for Ontarians with Disabilities Act (AODA) is to establish a committee whose members self-identify as having a disability. In 2020, we re-engaged our Accessibility Planning Advisory Committee (APAC) which has 15 – 20 members at any given time. APAC is a sub-committee of the IDEA Task Force and includes cross-departmental staff, family, and youth leaders.

The committee is responsible for providing:

- Strategic guidance on what the plan should include.
- Review Holland Bloorview's annual progress in completing the goals outlined by the Accessibility Plan.
- Provide guidance and feedback on how the hospital can identify, remove and prevent barriers.
- Holding Holland Bloorview accountable in its development and implementation.

The Accessibility Planning Advisory Committee meets on a monthly or bi-monthly basis and uses a portion of each meeting to review progress on all requirements of the work plan. A designated member will monitor each item's advancement, with quarterly updates being provided to the executive sponsor. They do this using a toolkit of questions known as the [IDEA Inclusion, Diversity, Equity and Accessibility \(IDEA\) Lens](#). These questions are designed to identify any unintended biases within a program, while ensuring that equity, diversity and inclusion (EDI) principles are respected in compliance with the Accessibility for Ontarians Act.

About Holland Bloorview

Established in 1899, Holland Bloorview is located in Toronto and serves children and youth from across Ontario and Canada. The hospital sees over 2,000 unique diagnoses annually, including brain injury, cerebral palsy and developmental delay. A holistic approach is taken to assist young people in achieving their goals. This includes physical and cognitive development as well as life skills such as employment readiness, transitioning to adult services and friendship. Children and youth also have access to programming in music, arts, fitness, science and technology.

Holland Bloorview Kids Rehabilitation Hospital believes in creating a world where all youth and children belong. We are the only children's rehabilitation hospital in Canada focused on combining world-class care, transformational research, and academic leadership in the field of pediatric disability. We are a top 40 Canadian research hospital that is fully affiliated with the University of Toronto. Providing both inpatient and outpatient services, Holland Bloorview is renowned for its expertise in co-creating with clients and families to provide exceptional care and is the only organization to ever achieve 100 per cent in three successive quality surveys by Accreditation Canada. Holland Bloorview is a founding member of Kids Health Alliance, a network of partners working to create a high quality, consistent and coordinated approach to pediatric health care that is centred around children, youth and their families. Together we dream big. Together we champion a world of possibility.

Our Commitment to Accessibility

Holland Bloorview's Accessibility Policy reflects the requirements of the Accessibility for Ontarians with Disability Act 2005 (AODA), including the Customer Service Standards, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code. The policy outlines the process by which Holland Bloorview employees, volunteers, contractors, and anyone representing the hospital comply with these standards and regulations. These documents must be fully accessible to the public.

In line with Holland Bloorview's mission, vision, values and code of conduct, our commitment is to provide individuals with disabilities and their families with the opportunity to access all possible services and ensure they are treated in a manner that respects their dignity and independence. Although we are among the top Canadian hospitals to achieve such accessibility, there are still physical and systemic barriers at Holland Bloorview that must be removed.

We also recognize that the definition of disability is not static, and is subject to change based on new information, emerging areas of focus (such as neurodiversity), and the varying perspectives regarding accommodation strategies.

This commitment extends beyond our borders, as Holland Bloorview works with community partners across Ontario to make their activities and equipment more accessible for children with disabilities.

Key considerations include:

- **AODA Social Model of Disability:** Disability is less about one's limitations in ability but instead rooted in physical and social environments that are overly focused on the capabilities and needs of able-bodied citizens. This model pushes for attitudinal changes and modified physical environment to help reduce barriers faced by people with disabilities. This model, as well as that of the World Health Organization, are considered in Holland Bloorview's holistic approach to accessibility that is as individualized as possible.
- **Intersectionality:** Through this lens we can understand how various inequalities compound to create obstacles that deny access to resources that are readily available to others. This combines with systems of oppression that are deeply rooted and have led to policies and practices that further disadvantage marginalized groups. We recognize the needs of all disabled people with intersecting identities in the Multi-Year Accessibility Plan. We will implement multiple avenues for reporting areas of inaccessibility, with ease of use and prompt communication being paramount.

Methodology and Co-Creation Process

The Integrated Accessibility Standards Regulation requires public sector organizations to create, maintain and make public a Multi-Year Accessibility Plan. It must be created, reviewed and updated a minimum of every five years, in collaboration with persons with disabilities.

This year, we opted for a more comprehensive plan, as opposed to a simpler iteration of our existing framework. A best practices scan was done of a range of institutions, including municipal governments, universities, hospitals and public sector organizations. A basic template was created with stakeholder feedback and then refined to best reflect Holland Bloorview's values and focus. The plan followed an iterative process of development which were confirmed by subject matter experts across the hospital: the first chart requested notes regarding when and how an accessibility goal was achieved within the past five years; the second chart requested notes about near-term future accessibility goals.

Hospital Departments Contacted
• IDEAA Office • Building Services • Client and Family Integrated Care • Communications and Public Engagement • Occupational Health, Safety, and Wellness • People and Culture • Quality, Safety and Performance

Background

The impetus to develop this Multi-Year Accessibility Plan is the requirement that organizations create a publicly available, written record of their pathways to greater compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

The plan which must be renewed every five years, encourages organizations to identify areas in their workplace where accessibility is lacking and strategize specific remedies. Prior achievements can also be showcased in this report, letting the public know that an organization has made progress in accommodating people with disabilities.

Accessibility Audit

In May 2021, Holland Bloorview invited an accessibility audit by the Rick Hansen Foundation. The audit identified where improvements could be made to existing areas of policy, communication, employment, physical environment, and service design, as in their current state they could cause exclusion of clients, families and staff with disabilities. Elements of the feedback are more fully addressed on pg. 34 under Future Accessibility Plans (2021 – 2026):

- Consider installing vertical signage to facilitate users locating a designated accessible bay.
- Consider installing colour contrasting markings on glazed doors and panels which could help alert users with a sight impairment.
- Washroom doors/stall doors be equipped with power doors to accommodate any user as manual doors make it difficult for someone using an assistive device to access the toilets.
- Consider providing shelter at the accessible parking spaces to ensure users are protected during weather extremities.
- Consider providing shelter on some of the main access routes around the perimeter of the building and the reactional space. This will benefit all users during periods of inclement weather.
- It was noted that even though this was not included in the audit, Holland Bloorview will be replacing Bell Relay Service with TextNet which is perceived as an improved phone service for auditory disabilities and that that IDEA office is investigating options for bringing captioning service to its in-person meetings.

Accessibility Planning at Holland Bloorview

The hospital's mandate is to exceed all legal accessibility standards and become a world leader in disability accommodation. To that end:

- Our IDEA team collaborates with all Holland Bloorview teams to ensure that we are continuously compliant.
- The accessibility planning commitment also applies to employees, students, and interns, as one of Holland Bloorview's strategic priorities to become a model employer of accessibility

- The hospital strives to exceed official accessibility standards by applying the IDEA (Inclusion, Diversity, Equity, and Accessibility) framework.
- The hospital also strategically works with community partners and other organizations to make pediatric health care more accessible within Holland Bloorview and beyond.
- We continue to monitor all relevant external innovations that could serve our community.

Defining: Barriers to Accessibility

Barriers to accessibility are best identified through collaborations with people with disabilities, as they are the most reliable voices in spotting areas of inaccessibility.

We acknowledge that these barriers are not just limited to the status of disability, but can also be impacted by other aspects of one's identity (intersectionality) which compound together to create unique experiences of discrimination and oppression.

By addressing common barriers, we can be a leader in making community life dignified and supporting the independence of people with disabilities. They include:

- Attitudinal: Personal attitudes, behaviours and how individuals interact with people with disabilities
- Physical: Design of physical spaces that make it difficult for persons with disabilities to move around easily or fully access community spaces.
- Information/Communication: Difficulty accessing news and resources
- Technological: Improper technologies or systems which prevent people with disabilities from accessing information
- Organizational/Systemic: Decision-making, policies, and procedures that, intentionally or not, cause systemic discrimination and can prevent individuals from participating fully in a situation

Accessibility Policy

The IDEA team engaged 30 stakeholders in an accessibility needs assessment in order to create an organizational policy in 2019 and which is reviewed annually. The policy is unique to Holland Bloorview's culture and includes employees, staff, student learners and client families. (For additional context, see pages 4-11 in our [Accessibility Policy](#).)

The AODA's list of standards is growing to include subjects unique to the health-care and education environments. For the former, specifically in regard to healthcare, Holland Bloorview must increase its onboarding training about accessibility and modify relevant policies.

Accomplishment and Future Goals

Holland Bloorview seeks to continue advancing towards greater heights of accessibility and inclusion of people with disabilities. We have highlighted achievements over the past five years, followed by a chart which details accessibility accomplishments from key stakeholder departments. It concludes with a table describing Holland Bloorview's new set of accessibility goals and guiding objectives to be completed in the next five years.

Selected Highlights 2018 – 2022

Achieving Gold Certification from Rick Hansen Foundation (March 2022)

In spring 2021 the Rick Hansen Foundation conducted an accessibility audit on Holland Bloorview's overall physical infrastructure including the parking lot, workspaces and pool change rooms. We achieved Gold certification from the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program with a rating of 82 per cent - Canada's only hospital to meet these high standards for accessibility. This gold certification is valid through 2026, and provides ample time for us to bolster the hospital's infrastructure and systems to benefit employees, clients and families with disabilities.

Making Playgrounds More Accessible (November 2021)

In fall 2021, Holland Bloorview unveiled a new, accessible, state-of-the-art playground for students and young clients. A committee of clinicians, teachers, clients and families, volunteers and staff developed the playground where universal design allows for accessible functionality to be seamlessly blended into the equipment.

Developing an Accessible MRI Suite (July 2020)

Holland Bloorview Kids Rehabilitation Hospital owns Canada's first research MRI suite that is immersive, customizable, child-friendly, and fully accessible. This technology, designed with the support of researchers, clients, and families, delivers a comfortable experience that is both immersive and calming for the patients, allowing the user to adjust the lighting and visuals inside the machine. In order to help family members see their child during a scan – and vice versa – there is a door that can turn from opaque to transparent.

Transforming Organizational Documents with Full Accessibility (July 2020)

Our first Accessibility Support Coordinator was hired in 2020. Their primary duty is to train hospital staff in the accessible use of computer programs as outlined by the AODA's requirements for accessible information, communication, and customer service. The coordinator creates educational materials for independent learning, along with PowerPoint presentations for webinars and workshops that are divided into basic and extensive learning packages where learners can explore common accessibility mistakes and the full accessibility functionality of various software.

Project SEARCH: Helping Youth Land Employment (June 2019)

Project SEARCH is a global transition-to-work program for youth with developmental disabilities that first began at Cincinnati Children's Hospital in 1996 and spread to more than 600 sites around the world. The program has been immensely successful: about 75 per cent of students find gainful employment within a year of graduation.

Holland Bloorview is a proud partner of Project SEARCH in Toronto, alongside collaborators Ontario Disability Network (ODEN), Toronto Rehab-UHN, Community Living Toronto and the United Way Greater Toronto. Participating students complete coop placements at Holland Bloorview, building social and professional skills and learning about workplace culture. Not only does it foster better employment outcomes, but the students become part of our diverse organization and serve as a model of inclusive practices that benefit clients, families, staff, volunteers and other students.

Dear Everybody Campaign: Advocating for Inclusivity in Public (2017 – 2021)

Our annual [Dear Everybody Campaign](#) is a national movement to eliminate the stigmas and the misconceptions surrounding people with disabilities. The campaign sparks important conversations about ableism, inspired by ideas from Holland Bloorview's children and youth themselves.

How Holland Bloorview Stays Compliant

AODA Standard: General Requirements

These general requirements apply both to all of the standards and all types of organizations. These requirements include:

- Training
- An accessibility policy
- An accessibility plan
- Self-service kiosks

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Accessibility Policy - O. Reg. 191/11, s. 3 (1)	IDEA Office	Compliant	• IDEAA Office revises policy (2019)	• http://policy/policiesprocedures/Accessibility%20Policy.pdf
Multi-Year Accessibility Plan O. Reg. 191/11, s. 4 (1)	IDEAA Office	Compliant	• Link to Previous Multiyear Plan 2018-2021 • Research multi-year plans from other organizations • Identify and adopt key elements from previous plans	• Outline new multi-year accessibility plan • Investigate multi-year plans from other organizations and government bodies • Speak with inter-departmental stakeholders for past and future accessibility objectives
Procurement of Goods and Services O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 5 (1)	IDEAA Office	Compliant	• AODA training and compliance for external parties	• Purchase a TextNet subscription and JAWS screen reader technology • Research screen reader and TTY products

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
				• Connect with Canadian Hearing Services for information and direction on appropriate technology
Training O. Reg. 191/11, s. 7 (1-4)	IDEAA Office	Compliant	• AODA training for new employees updated to include newest standards	• IDEAA staff provide feedback on reports and materials related to new standards • Update training and educational materials to include newest standards

AODA Standard: Information and Communication

This set of rules encourages organizations to create, provide, and receive information and communications that people with disabilities can access. The standards give all people an equal chance to learn and be active in their communities.

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Feedback O. Reg. 165/16, 80.50	Communications and Public Engagement Client and Family Integrated Care	Compliant	- Impact reports, document, resources, frameworks, and toolkits are first reviewed by external partner, Accessibil-IT - Offer complete document accessibility services to ensure usability. It's compliant under WCAG 2.0 AA, ISO-14289 and the Accessibility for Ontarians with Disabilities Act	- Review accessibility of websites and web-based content including: - Tests to find issues for developers and content editors to fix - Recommendations when working with vendors or external platforms - Facilitating user testing sessions with clients, families, and volunteers
Accessible Formats and Communication Supports O. Reg. 191/11, s. 12 (1)	IDEAA Office	Compliant	- Mandated to train more staff in accessible usage of commonly used computer programs - Grow awareness for accessibility editing services	- Develop guidebooks and PowerPoint presentations detailing the accessible functions of popular computer programs - In-person and Zoom workshops to teach hospital staff about accessible functions
Emergency Procedures, Plans and Public Safety	Building Services	Compliant	Pandemic plan ensures readiness in the event of pandemic influenza	- Plan includes: - Strategies to optimize beds and staff - Examining overflow areas within the hospital to treat

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Information O. Reg. 191/11, s. 13 (1)				patients who become ill with the flu - Ensuring the hospital has enough staff during pandemic outbreaks - Strategize with other hospitals, including our Child Health Network partners, the Ministry of Health and Long-Term Care and Toronto Public Health
Accessible Websites and Web Content O. Reg. 191/11, s. 14 (1).	Communication and Public Engagement	Compliant (with ongoing measures)	- Adhere to WCAG 2.0 Level AA for the public-facing HollandBloorview.ca website and affiliated microsites (DearEverybody.ca, CapesforKids.ca, KidsHealthAlliance.ca and annual impact reports) - Compliance efforts include: - Auditing and remediating web content - Adding an accessibility toolbar - Ongoing staff training to develop accessible content for the web - Specific accessibility compliance measures taken:	- Completed an audit (January 2021) - Identified and remediated over 70 code issues - Google's Lighthouse tool found that Holland Bloorview's website is 98% compliant - Manual testing sessions with Youth@Work participants - Surveyed staff, volunteers and donors on usability and design - Keep watch for any limitations on our website - Proposed solutions: - Accessibility toolbar for adjustments - Direct links

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			• Alt text on images (1.1.1 Non-text Content – Level A) • Keyboard navigability on elements (2.1.1 Keyboard – Level A) • Removing auto-moving carousels or sliders (2.2.3 No Timing – Level AAA) • Use semantic headings properly (1.3.1 Info and Relationships – Level A), (2.4.6 Headings and Labels – Level AA) • Captions for pre-recorded audio in synchronised media (1.2.2 Captions (Pre-recorded – Level A)	• Audio transcripts

AODA Standard: Employment

This standard of the [AODA](#) requires employers to make their workplace practices accessible to potential or current workers with disabilities. The standard applies to paid workers but not to volunteers.

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Recruitment, General O. Reg. 191/11, s. 22	People and Culture	Compliant	• Career site includes the following wording: • Holland Bloorview is committed to inclusive and accessible employment practices. Should an applicant require accommodation during any stage in the recruitment process, please contact Human Resources at 416-424-3890	• Update external careers website
Recruitment, Assessment and Selection Process O. Reg. 191/11, s. 23 (1)	People and Culture	Compliant	• Every job posting/requisition includes wording to the effect that Holland Bloorview is committed to fostering a climate of equity, diversity, inclusion, and accessibility for clients, families, research scientists, staff, participants, trainees, volunteers, trustees, and partners.	• Update external careers website
Informing Employee of Supports O. Reg. 191/11, s. 25 (1- 3)	Occupational Health, Safety, and Wellness	Compliant	• Recruitment postings list accommodation supports available	• Review and update accommodation policies • All candidates invited for an interview receive the same

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			• New hire offer letters detail where to request accommodations and access policies • New employee orientation outlines accommodation information • Policies are posted on HBConnect • Candidates selected for an interview are informed that they can request accessibility accommodations to fully participate in the interview process.	message: Holland Bloorview welcomes applications from Black individuals and other racialized persons, Indigenous Peoples, women, persons with disabilities, LGBTQ2SA+ persons, and others who may contribute to further diversification of ideas within our community. Holland Bloorview is committed to fair assessment of a candidate's abilities, and consideration for diversity of thought, method, and experience, including non-traditional career paths.
Accessible Formats and Communication Supports for Employees O. Reg. 191/11, s. 26 (1)	People and Culture	Compliant	• Upon candidate's request for accommodations, a member of the People & Culture team will work with candidate and hiring team where necessary to ensure accommodations are in place at all stages of the process	• Meet all accommodations
Workplace Emergency Response Information O. Reg. 191/11, s. 27 (1)	Quality, Safety, and Performance	Compliant	• Evaluate and update emergency codes • External reviews and recommendations	• Regular evaluation after internal codes are played out in real time • Align updated IMS structure and accountabilities with other hospitals

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			• of the Incident Management System (IMS) structure and accountabilities • Emergency response plans developed in collaboration with P&C team and Safety Specialist	
Documented Individual Accommodation Plans O. Reg. 191/11, s. 28 (1 - 4)	People and Culture Occupational Health, Safety and Wellness	Ongoing	• When the successful candidate is offered employment, their welcome email notes that they can contact the occupational health nurse before their first day to discuss accommodation needs. • Safety Specialist completes an AODA Emergency Response plan at the time of hiring a new employee. This plan provides an overview of how staff will need to be supported in the event of an emergency that may require evacuation and/or is linked to personal safety. • Employees request accommodations through their manager and Occupational Health • Occupational Health advises manager of any medically supported accommodation requests	• All successfully hired candidates will receive the same message re: accommodations • Continue to monitor and adjust as required

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			• Safety Specialist conducts ergonomic assessments and recommends appropriate equipment • HBConnect posts policies related to modified work, ergonomics, sickness and disability • Modified work plans are developed for employees with temporary and/or permanent accommodation requests • Permanent accommodations are reviewed annually	
Return to Work Process O. Reg. 191/11, s. 29 (1)	Occupational Health, Safety and Wellness	Compliant	• Employees communicate directly with Occupational Health during a medical leave of absence • Return to work medical documentation includes accommodation needs • Occupational Health works with key stakeholders to ensure that employee is supported in return to work • Policies posted on HBConnect • Modified work plans developed with employee, Occupational Health, and manager	• Review and update policies and resources as needed

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			• Permanent accommodation determinations involve P&C and manager support	
Performance Management O. Reg. 191/11, s. 30 (1)	People and Culture	Compliant	• Consider accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing coaching and assessing performance • Managers and employees are encouraged to explore training opportunities via our MOMENTUM (Performance Feedback) process • Occupational Health and Wellness team will advise on accommodation plans and accessibility needs needed by employees with disabilities	• Conduct an employment systems review to identify any barriers within the performance management program • Consider implementing recommendations following the review to foster an inclusive, equitable and diverse workplace • Review and improve MOMENTUM and ensure AODA legislation is reflected
Career Development and Advancement O. Reg. 191/11, s. 31 (1)	People and Culture	Compliant	• Career development and advancement accounts for the accessibility needs of employees with disabilities as well as any individual accommodation plans • Provide additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may offer greater salary and/or responsibility	• Conduct an Employment Systems Review which will identify any barriers to career development and advancement • Recommendations following the review will be considered for implementation • Focus on the development of an emerging talent program that will ensure AODA legislation is reflected

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			Employee development and advancement is based on merit in a fair and equitable approach	
Redeployment O. Reg. 191/11, s. 32 (1)	People and Culture	Compliant	- Coordinate with employees across all programs to provide safe and quality services during a pandemic/outbreak - Emergency Pandemic Plan outlines human resource-related planning and decision making - Our redeployment strategy includes principles related to accommodation - An employee will be given treatment consistent with Human Resources principles. - Ethical principles for Transparency: during times of pandemic and other public health emergencies, the Redeployment Centre endeavours to be transparent with processes and communication while respecting privacy and confidentiality, need for safety, along with equitable safeguarding and distribution of resources for staff	- Redeployment strategies are developed to support leaders in their ongoing scheduling and operational management during a pandemic or outbreak - It is essential that that every employee and team mobilizes to ensure essential services are delivered

AODA Standard: Design of Public Spaces

The standard describes ways to make communal spaces more accessible. Most of the spaces covered by the standard are outdoors. For example, there are requirements for accessible:

- Recreational trails and beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Accessible parking (on and off street)
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Outdoor Play Spaces 80.18	Building Services	Compliant	• All outdoor spaces reflect the most current accessibility standard	• Update external careers website
Exterior Paths of Travel 80.21	Building Services	Compliant	• All paths and walkways on the property meet, and in many cases exceed, AODA standards	• Consult AODA before constructing new pathways at the hospital
Accessible Parking 80.32	Building Services	Compliant	• Parking spaces sit near the main entrance and special accommodations are made as needed • Parking payment machines are at the regulated height to best service people with disabilities	• Construct barrier-free parking spaces provided, based on city by-laws and planning requirements • The parking machines to be upgraded for ease of use, allowing for mobile payments
Obtaining Services 80.40	Building Services	Compliant	• All existing public reception desks and service counters met AODA standards as building was constructed in 2006	• Any changes or renovations to comply with updated standards

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
				Engage our community, clients and families when any significant change is made to public spaces

AODA Standard: Customer Service

This standard mandates that service providers must find ways to remove barriers that prevent customers with disabilities from accessing the services and or products they need. Barriers may be due to:

- Physical obstacles
- Technology
- Information and communication
- An organization's practices or procedures
- Attitudes of staff

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
Use of Service Animals and Support Persons O. Reg. 191/11, s. • 80.47 (1); O. Reg. 165/16, s. 16	Quality, Safety, and Performance	Compliant	• Management of Service Animals Policy • Preamble of policy includes: • Guide dogs and other service animals accompanying a person with a disability are welcome on the premises in areas that are open to the general public. • Holland Bloorview Kids Rehabilitation Hospital will make every effort accommodate service animals as whenever possible. • Service animals are permitted to go where most members of the public are permitted to enter. However, Service animal access may be restricted in some cases, typically	• The Occupational Health Nurse (OHN) gathers information from the hiring area manager outlining the essential duties of the job including a physical demands analysis (PDA). The OHN provides a copy of the PDA and a letter which the employee will take when seeking treatment from a health care practitioner. • More comprehensive details regarding employee support, environmental

AODA Subsection	Stakeholder	Current Status of the Subsection (In-progress, Ongoing or Compliant)	Describe how you are in compliance	Critical Steps/Milestones to Achievement
			due to a health and safety requirement or a local bylaw. • Service animals however are permitted to enter dining areas where food is being served or consumed.	accommodation and management of service animals can be found in the Management of Services Animals Policy.
Notice of Service Disruptions O. Reg. 191/11, s. 80.48 (1); O. Reg. 165/16, s. 16	Building Services	Compliant	• Code procedures address proper communications • The Fire and Life Safety (FLS) system has both audible and visual alarms • Staff are trained to handle those with accessibility barriers	• Update FLS system to be compliant • Ensure that all service interruptions, whether planned or unplanned, are communicated to all occupants, regardless of accessibility barriers •
Training for Staff (In addition to s.7) O. Reg. 191/11, s. 80.49 (1); O. Reg. 165/16, s. 16	IDEAA Office	Compliant	• AODA training for new employees • Updated modules to reflect modern AODA standards	• IDEAA staff review reports and materials related to the new standards to provide feedback • Update training and educational materials to include newest standards.

Future Accessibility Plans (2021-2026)

What follows are recent and new projects for expanding accessibility at Holland Bloorview.

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
Enhancing TTY Services for Those with Auditory Disabilities	• Offers improved telecommunication support to deaf/hard-of-hearing patients of the hospital. • Computerized 3rd party, which increases privacy.	• Enhances each caller's autonomy, sense of independence and comfort and ultimately boosts our hospital's overall accessibility.	In-progress	• Program Research • Meeting with experts in auditory supports • Discussion with IDEAA Team • Program purchase and installation.	November 11, 2021	N/A
				Update: Hardware options reviewed including SimplicTTY Currently exploring Possibility of funding through the National Disability Initiative.	Revisited March 2023 December 2024	N/A

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
Enhancing emergency awareness for those with auditory disabilities	Allows for staff situational awareness if it can't be announced overhead/and or they have auditory disabilities	Increased safety for employees, students, volunteers	Pending Possibility of using existing inhouse technology i.e. Assessment of InformaCast's capabilities for desktop/mobile alerts and licensing scalability.	- Reached out to system partners to assess available tools: Everbridge, Alertus, BlackBerry Athoc. - Consult IT and Risk & Safety to align with existing infrastructure and emergency protocols - Engage Occupational Health to identify staff with emergency safety plans. - Request demos or trials of equipment to evaluate accessibility features.	Fall 2025	March 2026
Youth Advisory Council: Accessible Door Audit	- According to clients, several doors at the hospital are not accessible - These doors negatively impact the	Inaccessible doors no longer pose an issue while clients move around the hospital	Complete	- Audit to investigate the accessibility of all doors at the hospital - Results presented March 2022 - Prioritize which doors to repair first	N/A	N/A

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
	freedom of movement for the patients			Ten doors have been upgraded as of June 2025		
External Weather Shelters	Stakeholders with disabilities will be protected from the elements when parking and entering the hospital	- Constructed shelters - Increased ease for people entering the hospital during poor weather	Awaiting commencement	- Official proposition of the project - Design and funding	TBD	N/A
Power Washroom Doors	- Stakeholders with disabilities are better able to use all washrooms - Less dependence on the availability of the multi-purpose accessible washrooms	Washrooms can accommodate any user, reducing waits for accessible washrooms	Partial Commencement	- Official proposition of the project - Design and funding	TBD	N/A
Install emergency buttons in all accessibility	Currently employees with disabilities have limited options	This action will exceed code but create greater belonging and	Awaiting commencement	Discussion	TBD	

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
stalls (exceeds code) in alignment with 3 rd floor washrooms.	on other floors and may opt to go to may opt to go to 3 rd floor instead	inclusiveness for employees, students, volunteers				
Colour Contrast for Pool Lockers	- Visually disabled clients can easily locate their locker at the pool - Increases independence and autonomy of users with disabilities	Clients report increased satisfaction with the pool facilities	Awaiting commencement	- Official proposition of the project - Design and funding	TBD	N/A
Improvement to Parking lot access and flow	- Primary lot reaches 97% capacity by 10 a.m. on weekdays; availability does not increase until 4 p.m. - It is noted that that the waitlist for accessing the primary lot rose	- Reduced time finding a parking space - Easier and quicker access to the building - Less traffic congestion	In progress	- Holland Bloorview will improve circulation by creating designated parking spaces based on user types. - Holland Bloorview will promote alternative modes of transportation, such as public transit and carpooling programs.	TBD	N/A

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
	to four years or more. • Staff walk 10-minutes or more to the secondary lot, which is poorly signed and lit			• Introduce gateless technology, such as license plate-based technologies • The hospital will enlarge the pick-up and drop-off zones for accessible vehicles. • The hospital will make valet parking available for the patients and their families. • Holland Bloorview will act on the recommendations from the Rick Hansen audit and provide coverage from inclement weather in the drop-off areas. • The hospital is making plans to build an accessible parking garage, along with adding more accessible spaces for side-loading and rear-loading accessible vans. Long-		

Project Name	How would it improve accessibility within Holland Bloorview or within health care?	Anticipated Results	Status as of Multi-year Plan's Publication	Critical Steps/ Milestones	Start Date	Expected End Date
				term solutions: Incentives for automated parking structure.		

Glossary of Terms

Accessibility: Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. Ontario has laws to improve accessibility for people with disabilities, including the Accessibility for Ontarians with Disabilities Act (AODA), the [Ontario Human Rights Code](#), and the [Ontario Building Code](#).

Accessibility Barrier: A circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation.

Accessibility Plan: The plan outlines what steps an organization will take to prevent and remove barriers to employment, and when it will do so.

AODA: [The Accessibility for Ontarians with Disabilities Act \(AODA\)](#) seeks to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act addresses barriers in several domains of daily life, such as Customer Service, Information and Communication, Employment, Transportation, and the Design of Public Spaces.

APAC: Accessibility Planning Advisory Committee is a sub-committee of the IDEA Task Force. The primary focus of this committee will be to advise on the development and implementation of an Accessibility Plan, provide strategic guidance on what the plan should include, and review Holland Bloorview's annual progress on its Multi-Year Accessibility Plan. The committee will also provide guidance on how to identify, remove, and prevent barriers.

Disability: In the Act "disability" means the following:

1. 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.
2. A condition of mental impairment or a developmental disability.
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
4. A mental disorder, or
5. 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").

EDI: Equity, Diversity, and Inclusion. The IDEA team employs a holistic approach to accessibility that blends AODA and Human Rights framework to achieve a vision of creating a culture where people with disabilities can bring their whole self to work.

IASR: The AODA has standards which are included in the Integrated Accessibility Standards (IASR). Examples of these standards include the Customer Service Standard; Employment Standard;

Information and Communication Standard; Design of Public Spaces Standard; the Transportation Standard; as well as some general requirements.

IDEA: Inclusion, Diversity, Equity, and Accessibility. Inclusion is ensuring that everyone can participate and is valued regardless of backgrounds, abilities and perspectives. Diversity is a representation of people with many different backgrounds, abilities and perspectives. Equity is different than equality and is about providing opportunities and removing barriers to ensure everyone's unique needs are met regardless of their backgrounds and experiences. Accessibility is an absence of barriers that prevent individuals and/or groups from fully accessing facilities, programs, and services

IDEA Task Force: A voluntary group responsible for driving Holland Bloorview's associated strategy and work plan. Through its strategic priorities and work streams, the task force seeks to amplify the diverse voices, perspectives, and justice-seeking change ideas offered by staff, students and trainees, clients, families and alumni who have been historically marginalized by the health system.

International Classification of Functioning, Disability, and Health: A framework for describing and organising information on functioning and disability. It provides a standard language and a conceptual basis for the definition and measurement of health and disability.

Models of Disability: An academic framework that examines and theorizes about the social, political, cultural, and economic factors that define disability. The disability rights movement, scholars, activists and practitioners construct debates around two distinctly different [models of understanding of disability](#) - the social and medical models of disability. Many scholars in disability studies describe a medical model of disability that is part of the general biomedical approach. In this model, disability is considered an entirely physical occurrence, and being disabled is a negative that can only be made better if the disability is cured and the person is made "normal." Many disability rights advocates reject this, and promote a social model in which disability is a difference - neither a good nor bad trait.

Neurodiversity: An approach to learning and disability that argues diverse neurological conditions are result of normal variations in the human genome.

No Boundaries Strategy: Holland Bloorview's integrated approach to research, teaching and care for children and youth with disabilities, focusing on three high impact areas – discover for action, personalize pathways and connect the system.