

Accessibility Plan Update to the City of Thunder Bay Accessibility Advisory Committee

April 11, 2019



Purpose

- Annual report to Board of Directors
- Update on compliance with AODA
- Review Accessibility Plan status



Background

- **2003-2011** - Annual Plans created and implemented
- **2011** - Bill 191-11 enacted; *includes 5 Integrated Accessibility Standards under the Accessibility for Ontarians with a Disability Act, 2005 (the “AODA” or the “Act”)*



Background

The five Integrated Accessibility Standards are:

- Customer Service
- Employment
- Information and Communications
- Design of Public Spaces
- Transportation (N/A)



Background

■ 2011 - 2016

- 5 year plan was developed and implemented based on new legislation
- Status reports provided on an annual basis

■ 2016

- Development of 2017-2020 plan



2017-2020 Accessibility Plan

Plan Development

- Confirmed that all legislative requirements were met in previous plan, and moving forward
- Engaged the community to determine priorities
- Imbedded and aligned new plan in TBRHSC Strategic Plan

Engagement

- Held Open House and completed Public Survey
- Established Working Group with PFA and Community Members
- Developed draft plan based on engagement feedback
- Finalized and approved plan



2017-2020 Accessibility Plan

Implementation

- Posted Annual Report and 2017-2020 Accessibility Plan
- Reviewed Accessibility Advisory Team Membership and Terms of Reference
- Established leads and working groups for each legislated section
- Determined action plans and associated timelines
- Reviewed/developed supporting TBRHSC Accessibility policies
- Created Accessibility for Ontarians with Disabilities; Compliance Document to track compliance to legislation
- Ongoing Engagement

Plan consists of the following Focus and Goals

Customer Service

Goal 1 - Lead Human Resources: Enhance the capacity for staff, professional staff and volunteers to provide quality, accessible customer service.

- **Objective#1 - Integrate accessibility education within the Corporate RESPECT training program.**

Volunteer Services has integrated accessibility education within the Corporate RESPECT training program which is mandatory for all new volunteers and part of mandatory annual training effective January 2019.

- **Objective #2 - Determine other education requirements outside of Corporate RESPECT training program.**

Goal # 2 - Patient Care Services: Explore options to enhance accessible services and supports for patients.

- **Objective #1 - Establish a project team.**



Information and Communication

Goal 1 - Communications: Continue to provide access to accessible information.

■ **Objective #1 - Maintain and update an accessible website.**

Confirmed job postings web pages are accessible. Content is accessible. Newly added content is converted to be accessible as necessary.

■ **Objective #2 - Continue to develop and support processes to provide information in accessible formats.**

Began to conduct pilot project with Diagnostic Imaging staff. DI administrative staff received education to find and produce information in accessible formats. Gaps identified and are being addressed. This includes working with Patients Services and the Print Shop to provide on-line access to patient education materials, making them available 24/7 to anyone, and accessible patient education materials continue to be produced in accessible formats.



Employment

Goal 1 - Human Resource: Continue to apply and improve accessible recruitment and hiring processes.

- **Objective #1- Research best practices in employment and recruitment process.**

New E-Recruit system has accessibility statement on the main screen, now visible to internal and external applicants: “ACCESSIBLE RECRUITMENT AND SELECTION: Thunder Bay Regional Health Sciences Centre wants to ensure all interested applicants are able to fully participate in the recruitment and selection process. Upon request, accommodation due to a disability are available. Please advise if you have a request at the time you are called for an interview.”

- **Objective #2 - Determine and implement priorities.**

Manager recruitment checklist updated to include accessibility in screening tools/assessment and participation in recruitment process.

- **Objective #3 - Provide internal education about requirements and processes.**

Collection of culture and diversity data regarding person with a disability to support future initiatives.



Employment

Goal #2 - Human Resources: Review and enhance accommodations and processes to support employees and volunteers with disabilities.

- **Objective #1 - Research best practices in accommodations policies and process.**

Volunteer Services has researched best practices in accommodations policies and process, specifically regarding volunteers.

- **Objective #2 - Determine and implement priorities.**

Volunteers Services has determined and implemented priorities. Volunteer Services has begun raising external awareness about our opportunities for volunteers with disabilities on the external hospital website. New hire checklist and new hire offer letter regarding meeting with Occupational Health & Safety for Health Assessment. Manager recruitment checklist regarding post hire individual accessibility plan IAP assessment. Code Red Policy updated to include individualized emergency response plan.

Design of Public Spaces

Goal #1 - Capital Planning and Operations/ES: Review and enhance interior and exterior spaces from an accessibility perspective.

■ Objective #1 - Conduct an accessibility review of the facility.

Current state is complete as part of the Adaptability Review (described below). We currently exceed the number of spaces required for our facility. All postings internal and external have accessibility/accommodation statement. “We are an equal opportunity employer. Upon request, accommodations due to a disability are available throughout the selection process.”

■ Objective #2 - Prioritize recommendations.

Desired State - options and improvements are currently under review and will be reviewed by the project team and Accessibility Committee for approval.

Objective #3- Seek budgetary approval.



Design of Public Spaces

Goal #2 - Capital Planning and Operations/ES: Review and enhance access to accessible parking spaces.

- **Objective #1 - Evaluate current state including number of spots and access.**

Goal #3 - Capital Planning and Operations: Review and enhance existing signage and wayfinding from an accessibility perspective.

- **Objective #1 - Evaluate current state and policy.**



QUESTIONS?

