

Holland Bloorview

Kids Rehabilitation Hospital

HOLLAND BLOORVIEW KIDS REHABILITATION HOSPITAL

ACCESSIBILITY PLAN 2011-2012

September 2011

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About Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital is a teaching hospital for children and youth with disabilities and special needs, located in Toronto. We are Canada's largest children's rehabilitation hospital. Founded over 100 years ago, Holland Bloorview is known the world over for care, research and education that give children with disabilities the tools to get where they want to go.

We are also home to the Bloorview Research Institute, Canada's only hospital-based research facility for children's rehabilitation. We are proud to employ the country's top rehab scientists and engineers, whose clinical discoveries and technological inventions benefit children worldwide.

Each year, more than 7,000 children and their families from Ontario and beyond use our hospital, outpatient and community services. Over 300 children receive inpatient care for complex health needs, or intensive, inpatient rehabilitation following traumatic accidents, illnesses and surgeries. Outpatient visits total over 52,000 a year.

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 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.

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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 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 2025¹. 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 standards developed by each of the AODA Standards Committees.

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:

¹ Ministry of Community and Social Services website. A Guide to the Accessibility for Ontarians with Disabilities Act, http://www.mcscs.gov.on.ca/mcss/english/pillars/accessibilityOntario/what/AODA_guide.htm

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- 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
- 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 has created an Accessibility Planning Advisory Committee (APAC).

The Accessibility Planning Advisory Committee exists to:

- ensure Bloorview meets its obligations under the AODA to develop an annual 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 is accountable to the Senior Management Team, who has responsibility for approving Holland Bloorview's annual Accessibility Plan.

2010-2011 Membership

Cynthia Berringer, Youth representative

Bruno Geremia, Family Leader

Christa Haanstra, Communications and Public Affairs

Bobby Hancock, Building Services

Sue Hayes, Student Support Services

Lori Howell, Child Development Program

Nancy Killey, Organization Development and Learning

Joanna Miedzik, Volunteer Resources and Reception

Lorraine Reynolds, Communications and Writing Aids (to July 2011)

Shelby Thomas, Human Resources

Lorraine Thomas, Snoezelen and Resource Centre

Sharon Vilcini, Social Work

Betty Winsor-Stallan, Inpatient Programs

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2011/2012 Accessibility Plan

The focus of the Accessibility Planning Advisory Committee over the past year has been on continuing our training commitments related to Customer Service and ensuring that Holland Bloorview is well prepared to be compliant with Ontario's new Integrated Accessibility Standard that aims to remove barriers in three areas:

- [transportation](#) — making it easier for people with disabilities to get to where they need to go
- [employment](#) — expanding Ontario's labour pool and welcoming people with disabilities into more workplaces, and
- [information and communications](#) — giving people with disabilities access to more of the information we all depend on

The new **Integrated Accessibility Standards Regulation** was passed in June 2011. Our 2012-2013 plan reflects the requirements under the AODA **Integrated Accessibility Standards Regulation**.

We will focus on developing accessibility policies by January 1, 2013 that govern how the organization will achieve accessibility through meeting its requirements referred to in this Integrated Accessibility Standards Regulation. We will further develop, implement and maintain a multi-year accessibility plan that supports the removal of barriers to transportation employment and information and communication.

The Accessibility Planning Advisory Committee will continue to monitor the progress as it relates to the fifth and final standard, Built Environment to ensure we are ready to respond when it is completed and enacted.

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Customer Service

Focus Area: Customer Service – Policies Practices and Procedures

Commitment: Ongoing

Planned Actions: Continue to review new policies, practices and procedures to ensure they reflect the customer service standards.

Implementation Timeframe: Ongoing

Focus Area: Customer Service – Feedback Process

Commitment: Ongoing

Planned Actions:

Continue to collect feedback regarding Holland Bloorview's success in meeting the requirements of the Customer Service Standard.

Implementation Timeframe: Ongoing

Focus Area: Customer Service – Population Communication Needs

Commitment: Ongoing

Planned Actions: Continue to implement strategies to address the communication needs of the populations served at Holland Bloorview in alignment with the Accessible Information and Communication Requirements of the Integrated Standards Regulation.

Implementation Timeframe: Ongoing

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Focus Area: Customer Service – Training Plan Development

Commitment: Ongoing

Planned Actions: Continue to assign all new employees and volunteers training related to Customer Service using elearning system.

Implementation Timeframe: Ongoing

Focus Area: Customer Service – Documents

Commitment: Ongoing

Planned Actions: Review the proposed Accessible Information and Communication Requirements and develop plan for accessible documents related to the provision of Holland Bloorview services.

Implementation Timeframe: Oct 2011 - Ongoing

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. These include:

- If clients and families have a question, concern or feedback we encourage them to talk to a member of their Holland Bloorview team right away. If clients and families don't feel comfortable or feel the situation requires further attention, a member of the Family Resource Centre team will listen to their concern and help to address it in a confidential setting. Clients and families can contact this team in writing, by phone or simply drop in. Families and clients can bring forward their concerns to Laura Williams, Manager, Family Resource Centre, Room: 1E250 or 416-425-6220, extension 3395

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- Client and family feedback can be provided through the *Tell Us* survey which is sent out every month to families and clients who have received services at Holland Bloorview.
- 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.
- Building and physical plant concerns should be 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. JOHSC has a bulletin board (located on the 5th Floor, outside of the HR offices) that includes the current membership of the JOHSC, and the latest minutes and other information.
- 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 raise any concerns or special needs that they may have, and can be addressed by Holland Bloorview.
- 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.
- Ergonomic assessments for employees upon requests for staff who are concerned about their workstation or workspace set-up. A representative from the Occupational Health department will do the assessment and recommend adjustments or adaptations as necessary.

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- Ethics Facilitators – Throughout the organization, Ethics Facilitators have been identified. Staff, families or clients can bring issues forward to the Ethics Facilitators, who will bring the concerns forward to the appropriate people. Ethics Facilitators – Throughout the organization, Ethics Facilitators have been identified. Staff, families or clients can bring issues forward to the Ethics Facilitators, who will bring the concerns forward to the appropriate people.

Inquiries

For more information, please contact:

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