

Annual Accessibility Plan

2017 - 2022



SOUTHLAKE
REGIONAL HEALTH CENTRE

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This publication is available on Southlake’s website at www.southlakeregional.org and in various published formats upon request.

Executive Summary

As a responsible and trusted provider of health care services within York Region and south Simcoe County, Southlake Regional Health Centre (Southlake) is committed to creating and publishing its annual Accessibility Plan, as required by the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The purpose of the ODA and the AODA is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in the life of the province. To this end, the ODA requires each hospital to prepare an annual accessibility plan; to consult with persons with disabilities in the preparation of this plan; and to make the plan public.

Aim

This report describes the measures that Southlake:

1. has taken in the past to address the legislation prior to the acceptance of the current plan;
2. will take to identify barriers; and
3. will take to address barriers

Purpose

This report:

1. Describes the process by which Southlake will identify, remove, and prevent barriers to people with disabilities.
2. Reviews earlier achievements in the removal and prevention of barriers to people with disabilities.
3. Lists the facilities, policies, programs, practices, and services that Southlake will review to identify barriers to people with disabilities.
4. Describes the measures Southlake will take to remove and prevent barriers to people with disabilities.
5. Describes how Southlake will make this accessibility plan available to the public.

Description of Southlake

Southlake Regional Health Centre is a full-service hospital with a regional, clinically advanced focus.

Southlake offers almost 400 patient beds and accommodates more than 90,000 visits to the Emergency Department, 22,000 in-patient admissions, and 600,000 out-patient visits each year. As a regionally designated site, Southlake is responsible for developing and providing advanced levels of care to the more than 1 million people who reside in York Region, Simcoe County, and in some cases, as far north as Muskoka.

Southlake is proud to have a team of more than 3000 employees, 540 physicians, and 900 volunteers. Combined with our commitment to provide the best possible care to patients, our goal is to make Southlake synonymous with healthcare excellence.

Our Vision

Shockingly Excellent Experiences.

Our Mission

Together with Our Patients, Our People, and Our Partners, we strive to make lives better by achieving quality outcomes and creating value in healthcare.

Our Values

Put Patients First

All of Southlake's people – staff, physicians, learners, and volunteers – are here to make our patients' healthcare experience the best it can be. Care with compassion – no one's a number at Southlake. Care with a commitment to safety and quality – nothing else will do. Care with flexibility – each person's needs are different and should be respected.

Push the Envelope

Embrace new opportunities and don't be afraid to seek out new and rewarding challenges. Together, we must be fearless and courageous so we can make things happen. Take calculated risks, yet be the first to recognize when they are not right for Southlake and learn from the experience.

Give a Damn!

- Care passionately about the safety and well-being of our people. Without them we would not be whole. Value each other's contributions and expertise because on this team, each of us plays an important role. Give and take, and understand that the needs of the many far outweigh the needs of the few. Respect each other and, realizing the impact of your words and actions, accept the consequences. Stand by one another and pull together through good times and bad. In doing so, realize we can accomplish just about anything.

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- Care passionately about Southlake. Take great care to positively represent the organization and its people whenever given the chance. Treat the facility and everything in it as if it were your own. Take great pride in our programs and services and realize that one can only succeed with the support of the others.
 - Care passionately about Our Partners. We are fortunate to work with people and organizations who share our passion for innovation and excellence. We will give fully of ourselves in order to achieve our mutual goal of quality outcomes through exceptional healthcare.
 - Care passionately about our community. We proudly consider ourselves a part of each of the communities we serve and, therefore, have a vested interest in the events that affect them and the people in them.

Honour Your Commitments

Walk your talk. If you say you'll do it, do it, and if you can't, explain why. Follow through on your commitments and remain accountable for your attitude and your actions.

Speak Up

At Southlake, every voice is valued and deserves to be heard. Speak up respectfully, listen up carefully, and respond appropriately to the input of others—together, we have the ability to improve any given situation.

The Accessibility Working Group

Establishment

The Accessibility Working Group was formally constituted in December 2007 and authorized by the Administrative Management Committee (AMC) to:

- Conduct research on barriers encountered by people with disabilities within the facility
- Review Southlake policies and standards and recommend revisions
- Identify barriers that will be removed or prevented in the coming year
- Describe how these barriers will be removed or prevented annually
- Prepare the plan on these activities, and after its approval by the Accessibility Working Group, make the plan available to the public
- The Accessibility Working Group is a sub-committee of Southlake's Diversity, Inclusivity & Accessibility Committee. The Committee's Senior Champion is the Vice-President, Our People/ Corporate Services & Chief Human Resources Officer

Chair

The chair of the Accessibility Working Group is Marcelino Moniz, Director, Facility Operations & Patient Access. The co-lead for the Accessibility Audits is Jenni Thomas, Professional Resource, Patient Access.

Diversity, Inclusivity & Accessibility Committee Members 2016 – 2017

Accessibility Membership	Diversity & Inclusivity Membership
Chair: Marcelino Moniz Director, Facility Operations & Patient Access	Chair: Val Bennett Manager, Community Resources, Spiritual Care & Diversity
Administrative Support: Theresa Collins, Administrative Assistant, Facility Operations & Patient Access	
Steve Foglia, Community Member	Judy King, Dietitian & Professional Practice/Ethics Facilitator
Anna Roberts, Community Member	Rev. Vicki Cousins, Coordinator, Spiritual Care
Kirsten Hill, Community Member	Shaziya Malam, Joint Health & Safety Committee Representative
Jenni Thomas, Professional Resource, Patient Access	Pat Clifford, Director, Research & Innovation
Carrie Dawson Union Representative (SEIU)	Rhona Dunwell Human Resources Business Partner
Dagmara Szakal, Project Manager, Capital Projects	Michelle Lee Hoy Corporate Communications Specialist
Mirella Iacobelli, Manager, Patient Relations	Haran Vijayanathan, My House: Rainbow Resources of York Region
Peter Kerz, Safety Officer, Occupational Health, Safety & Wellness	
Karen Fullerton, Joint Health & Safety Committee Representative	
Judy King, Ad Hoc for policy & procedure input	

Southlake's Commitment to Accessibility

Southlake is committed to:

- The continual improvement of access to Southlake and all related services for people with disabilities.
- The participation of people with disabilities in the development and review of its annual access plans.
- The provision of quality services to all clients, family members, and members of the community with disabilities.

Recent Barrier-Removal Initiatives

In recent years, in recognition of the AODA, there have been several initiatives to remove barriers to people with disabilities and fully comply with the current building code. Examples of these removed physical barriers include:

- The main entrances have barrier-free ramps and automatic door openers
- A number of interior doors have automatic door openers, including ORs, Birthing Unit
- Public washrooms are handicap accessible
- Braille buttons and auditory cues in new elevators
- There are numerous handicapped parking spaces adjacent to the main entrances
- Ramps to Southlake Residential Care Village
- Ramps and railing in parking lot
- Upgrade of all elevators and parking machines
- Increased number of rotunda doors
- Upgrade & increased awareness of Wayfinding

Barriers Identified

To identify and address accessibility barriers, the working group will:

- Solicit for barriers that exist for people with disabilities
- Initiate an environmental audit of the hospital using floor plans to note physical and other barriers
- Analyze the survey results, prioritize and recommend improvements
- Track recent improvements that have been made to remove barriers including redevelopment
- Review Southlake's policies, standards, and by-laws to determine barriers and recommend revisions
- Develop a method of integrating the removal of barriers into policies and operational planning
- Review and plan education and communication initiatives for patients, visitors, staff, physicians, volunteers, students, and the community at large
- Publish the plan on the Southlake website and intranet, and make published copies available upon request.

The working group will use the following barrier-identification methodologies:







Methodology	Description
Physical and Environmental Inspection	The working group will conduct an environmental and physical inspection using a composite of the accessibility standards from the Town of Newmarket and the Region of York and recommendations from the Canadian National Institute for the Blind (CNIB) and the Canadian Hearing Society (CHS). This includes the hospital's main campus, Southlake Village (L1 & L5), Medical Arts Building (MAB), the Tannery Mall, and Keswick ACTT office.
Consultation with Groups Representing People with Disabilities	The working group will consult with community agencies for suggestions of barriers within the organization to people with disabilities including: CHS and CNIB.
Conduct Visitors, Staff, and Volunteers Focus Groups	The working group will hold focus groups within the hospital. The purpose is to provide information on the AODA and to solicit feedback on possible barriers to people with disabilities and to suggest ways to remove them.
Southlake Policies and Procedures Review	The working group will review policies, procedures within the administrative, emergency plans, and human resources manuals with an accessibility lens and other revisions that remove barriers.
Patient Satisfaction Survey	A question relating to accessibility for people with disabilities included in Southlake's patient satisfaction survey.

Implementing the Plan

Accessible services/accommodations available at Southlake

Recognizing the importance of eliminating all barriers and working within current and projected resources the working group established the following implementation plan.

Once categorized, each barrier was assigned one of the following six colour-coded headings.

	Physical/Environmental (P)
	Architectural (A)
	Communication (C)
	Policies and Procedures (P&P)
	Attitudinal (Att)
	Technological (T)

Detailed charts for each of the five categories are available on pages 8 to 10.

Note: In certain areas of this document, we refer to “staff”. This term includes Southlake Regional Health Centre staff, physicians, and volunteers.

Future Action Items (3-5 years)

#	BARRIER	DESCRIPTION	CORRECTION	DATE	
				TARGET	COMPLETED
1	P	Locker Identification – lettering/numbering was less than 13 mm, high/indistinct/low contrast/identification was more than 1,525 mm from the ground	Creation of locker labels with larger lettering or numbers – black lettering on white background. For patient care areas, use of raised lettering is recommended	DEC 2017	
2	P	Signage – lettering for room identification (names or numbers) should be 25 mm or higher and 70 Percent contrast, and in Braille	Creation of room identification in larger letters – paper inserts, easy to change	DEC 2014	Ongoing
3	P	Extended length corridors should have suitable and colour-contrasted handrail on one side of corridor (MAB, Diagnostic Imaging – East Building, West 2-L2 Emergency and the Tannery Mall)	Install handrails	JUNE 2017	
4	P	Automatic doors are recommended wherever possible – Keswick office, MAB L6 conference room corridor, pool change rooms, DI, OR	Install automatic doors	MAR 2015	Complete & ongoing
5	P	Where automatic doors open toward users, swing pattern of door should be or guard defined by highly contrasting and textured surface or by swing guards	Install suitable warning	JUNE 2013	Complete & ongoing
6	P	Paint – baseboards in monochromatic areas are in highly contrasting colour to define boundary of wall and floor	Change baseboards or apply colour-contrasting tape	DEC 2014	Complete & ongoing
7	P	Paint – end walls or return walls in long corridors are defined by the use of highly contrasting colours/tones to show change of direction or end of space	Re-paint end walls or return walls	DEC 2013	Complete & ongoing
8	A	Shower thresholds should be less than 13 mm to avoid tripping hazard (East Building – Levels 4 and 5)	Ensure threshold meets AODA requirements	DEC 2014	Complete & ongoing

Future Action Items (3-5 years) – continued

9	P	Signage – signs providing general directions are in large size print that is legible from normal viewing distances	Will comply when new way finding takes effect/as new signs are ordered	2014	Complete & ongoing
10	P	Signage – tactile maps are available at key locations such as major points of arrival	Will comply when new way finding takes effect, accommodations are currently in place, i.e. maps on Internet, concierge program, interactive kiosks	Unknown	
11	A	Counters – sinks for hand washing – accessible. Most non-washroom sinks have cupboards underneath, making them inaccessible	Remove cupboards, all future renovations will comply	2014	Complete & ongoing
12	C	Patients can self-schedule appointments/ask questions via e-mail. These e-mails are routinely checked during work hours.	Develop policy and procedure re: use of email for this purpose	MAR 2018	
13	T	Visual alerting devices for notifying deaf or hard of hearing mothers that their infant is crying are available on maternal child floors. May be necessary for other patients needing alerting to sound	Purchase visual alerting devices & educate staff on use	DEC 2013	Complete
14	C	All essential print information is available in braille or audiotape	Translation to braille, provide CDs and large print text		
15	C	Spoken message from public address system augmented by text/visual display on electronic display screen, TVs, or computer monitors	Installation of electronic visual displays as in the MAB	DEC 2018	
16	T	Fire Alarms – personal portable/vibrating alarms not available (hospital-wide issue). Should be available for admitted patients with hearing loss.	Purchase and develop policy for loan and use, Manager of Emergency Preparedness & Security Services to investigate options	DEC 2017	
17	P	Signage - wayfinding needed to identify nearest accessible washroom from central points	Install signage	SEPT 2017	
18	P	Space - waiting rooms/patient lounges are overcrowded with chairs	Dedicate & label space for wheelchairs in all waiting rooms/patient lounges	SEPT 2017	

Future Action Items (3-5 years) – *continued*

19	C	Education - Hard of Hearing-Deaf patient toolkits to be stocked at registration and unit clerk desks	Ensure Hard of Hearing-Deaf patient toolkits are stocked on units and staff are aware	MAR 2017	Complete
20	P	Space - install sensor activated taps on all sinks	Facilities manager to ensure existing turn/foot pedal operated taps are switched out for sensor activated taps when repair is required	DEC 2018	Complete & ongoing
21	P	Space - clutter/storage in hallways, ensure wheelchair turning radius is permissible	Declutter hallways	APR 2017	Complete & ongoing
22	P	Alerts - doorbells & reception windows to be at accessible heights	Adjust doorbell & window heights	DEC 2016	Complete
23	C	Signage - Interpreter service signs needed in outpatient clinics	Install signage	DEC 2017	
24	P	Lighting - Uneven/insufficient lighting in common spaces	Review & correct lighting	APR 2017	Complete
25	C	Education - TVs in common areas must display closed captioning	Activate closed captioning	DEC 2016	Complete
26	C	Education - TTY phones are made available but staff require more training on use	Eduate staff	DEC 2016	Complete
27	P	Identify ramp incline/declines with colour descriptors	Identify ramps	MAR 2016	Complete

Approval Process

The Accessibility Working Group will annually update the Accessibility Plan for AMC approval and publication. The Directors will be assigned responsibility for the roll out of barrier removal specific to their portfolios.

Review and Monitoring Process

The Directors will be accountable to provide quarterly progress reports to the Accessibility Working Group using the barrier template in the plan. In future additional barriers will be forwarded to the appropriate Director.

Communication Plan

Southlake's Annual Accessibility Plan will be viewed on the hospital's external website as well as on the internal intranet site. Published copies will be made available through Southlake's Corporate Communications Department and Health Sciences Library upon request. Published copies will also be made available in large print or braille upon request.

Education Plan

Focus will be to build an ongoing awareness and understanding of accessibility issues and Southlake's work toward creating a barrier free environment.

- Yearly information packages for managers regarding updates and resources
- Information packages to be included in orientation packages
- Yearly staff review via Southlake's core curriculum testing

Accessibility Standards for Customer Service, Ontario Regulation 492/07

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, or the “Customer Service Standard” is now the law. As such, Southlake has a legal obligation to:

- Establish policies, practices and procedures that are consistent with the principles of independence, dignity, integration and equality of opportunity. To comply, Southlake has established the following policies and procedures, which are available in hardcopy upon request and posted on the Hospital’s website and intranet:
 - Accessibility for Individuals with Disabilities - policy
 - Accessibility - Customer Service Regulation (which addresses Southlake’s policy on Training and Education, Assistive Devices, Service Animals, Notice of Service Interruption, and Support Persons)
 - Accessibility - Customer Service - Service Animals procedure
 - Accessibility - Customer Service - Service Disruption procedure
 - Accessibility - Customer Service - Support Persons procedure
 - Deaf, Deafened and Hard of Hearing Patients and Substitute Decision Makers – Support for, policy
 - Deaf, Deafened and Hard of Hearing Patients and Substitute Decision Makers – Support for, procedure
- Provide training to every employee, physician, student, volunteer, and contract worker on specific requirements of the Customer Service Standard. To comply, Southlake has developed the *Annual Core Curriculum*, which is available in hardcopy and on the Hospital’s e-learning system. This resource also provides tips, suggestions, and good practices that are above and beyond the legal requirements of the standard.
- Establish a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the actions to be taken if a complaint is received, and make information about the process readily available to the public. To comply, Southlake has established the following policy and procedure, which are available in hardcopy upon request and posted on the Hospital’s website and intranet:
 - Customer Feedback policy
 - Customer Feedback procedure

How to find us:



- V** Southlake Village, 640 Grace Street
- M** Medical Arts Building, 581 Davis Drive
Southlake Foundation, 581 Davis Drive
- H** Southlake Regional Health Centre
- C** Stronach Regional Cancer Centre
- T** The Tannery Mall, 465 Davis Drive
- P** Parking
-  Bridge crossing Davis Drive. Accessible from P3 of the Parking Garage and Level 3 of the Medical Arts Building.

For more information contact:

Southlake Regional Health Centre

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