

**Annual Accessibility Plan
for
Thunder Bay Regional Health Sciences Centre
2011**

2015 Update

Submitted to:

The Board of Directors
of
Thunder Bay Regional Health Sciences Centre



**Thunder Bay Regional
Health Sciences
Centre**

This publication is available on the Thunder Bay Regional Health Sciences Centre website,
www.tbrhsc.net

Feedback can be sent to:

Thunder Bay Regional Health Sciences Centre
President's office
980 Oliver Road
Thunder Bay, ON P7B 6V4
accessibility@tbh.net

Alternate formats are available upon request.

Compliance Dates

January 1, 2012

Employment

Workplace Emergency Response Information			
27 (1)	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.		
Strategy	A hospital wide policy is in place.		
Responsible	Corporate Services	Status	Complete
27 (2)	If an employee who receives individualized workplace emergency response information requires assistance and with the employees consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		
Strategy	A hospital wide policy is in place.		
Responsible	Corporate Services	Status	Complete
27 (3)	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee disability.		
Strategy	A hospital wide policy is in place.		
Responsible	Corporate Services	Status	Complete
27 (4)	Every employer shall review the individualized workplace emergency response information. (a)when the employee moves to a different location in the organization (b)the the employee’s overall accommodation needs or plans are reviewed (c)when the employer reviews its general emergency response policies.		
Strategy	A hospital wide policy is in place.		
Responsible	Corporate Services	Status	Complete

Transportation-not applicable

Compliance Date: January 1, 2013

General

Establishment of Accessible Policies			
Regulation: 3 (1)	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements.		
Strategy	Policies include Accessibility (ADMIN-11) and Accessibility-Customer Service (ADMIN-22)		
Responsible	Accessibility Chair	Status	Complete.
3 (2)	Include a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.		
Strategy	Included in existing policies and plan.		
Responsible	Accessibility Chair	Status	Complete
3 (3)	Prepare one or more written documents describing its policies and make them publicly available in an accessible format upon request.		
Strategy	Multi-year Accessibility plan is available on the website.		
Responsible	Accessibility Chair	Status	Complete
Accessibility Plans			
4 (1)	(a) Establish, implement, maintain and document a multi-year accessibility plan which outlines strategy to prevent and remove barriers and meet requirements. (b) Post accessibility plan on website and in an accessible format upon request. (c) Review and update the plan at least once every five years.		
Strategy	The AAT will review and update progress on regulation compliance deadlines annually.		
Responsible	Accessibility Chair	Status	Complete and ongoing review
4 (2)	Establish, review and update the plan in consultation with persons with disabilities and or accessibility advisory committee.		
Strategy	Plan developed with Accessibility Advisory Committee.		
Responsible	Accessibility Chair	Status	Complete

4 (3)	*Prepare annual status report on the progress of measures taken to implement the strategy referred to in 4 (1) (a).		
Strategy	Develop and post annual report.		
Responsible	Accessibility Chair	Status	Ongoing (Annual Updates)
Procuring or acquiring goods, services or facilities			
5 (1)	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities except where not practicable.		
Strategy	We currently adhere to Ontario Building Codes by engineers and architects employment and by virtue of new building design. The Accessibility standards were followed in advance of regulations. Blanket statement is included with terms and conditions for RFPs (Requests for Proposals).		
Responsible	Corporate Services	Status	Complete
5 (2)	If requested, shall provide an explanation if it is not practicable to incorporate accessibility criteria when procuring goods, services or facilities.		
Strategy	Blanket statement is included with terms and conditions for RFPs (Requests for Proposals).		
Responsible	Corporate Services	Status	Complete
Self-Serve Kiosks			
6 (1)	Without limiting the generality of Section 5, the government, the Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.		
Strategy	Blanket statement is included with terms and conditions for RFPs (Requests for Proposals).		
Responsible	Corporate Services.	Status	Complete

Compliance Date: January 1, 2014

General

Training			
7 (1)	Ensure that training is provided on the requirements of the accessibility standards referred to in the regulation and Human Rights Code. (a)All employees and volunteers (b)all persons who participate in developing policies (c)persons who provide goods, services or facilities		
Strategy	Updated Orientation and MedWorxx Course.		
Responsible	Human Resources	Status	Complete
7 (4)	Shall provide training in respect of any changes to the policies on an ongoing basis.		
Strategy	Accessibility Course has been updated and repeated for all staff. Course is included in mandatory MedWorxx courses in the first year of hire.		
Responsible	Human Resources	Status	Complete
7 (5)	Shall keep a record of the training provided to include the dates and number of individuals it is provided to.		
Strategy	MedWorxx Training Records		
Responsible	Human Resources	Status	Complete

Information and Communication

Feedback			
11 (1)	Every obligated organization that has processes for receiving and responding to feedback shall ensure that processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.		
Strategy	Respond to individual requests in the appropriate format.		
Responsible	Director, Communications	Status	Complete
11 (3)	Shall notify the public about the availability of accessible formats and communication supports.		
Strategy	Accessibility section on website.		
Responsible	Director, Communications	Status	Complete
Accessible Websites and Web Content			
14 (2)	Shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA in 2021.		
Strategy	Website conforms with standards.		
Responsible	Communications and Engagement; and Information Technology	Status	Complete

Employment

Recruitment-general			
22	Shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process		
Strategy	Include a one line statement of accommodation on all job postings.		
Responsible	Human Resources	Status	Complete
Recruitment, Assessment or Selection Process			
23 (1)	During recruitment an employer shall notify applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.		
Strategy	Current policy #HR-esa-02 updated to include accommodation availability and a checklist created for each hiring folder to include accommodation among necessary topics of discussion. Included in new manager orientation.		
Responsible	Human Resources	Status	Complete
23 (2)	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provisions of suitable accommodation for the applicants accessibility needs due to disability.		
Strategy	Current policy #HR-esa-02 updated to include accommodation availability.		
Responsible	Human Resources	Status	Complete
Notice to Successful Applicants			
24	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		
Strategy	Policy #HR-esa-02 will be updated to include a statement to offer accommodations when interviewing and when hiring.		
Responsible	Human Resources	Status	Complete
Informing Employee of Supports			
25 (1)	Inform employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take in account employee needs due to disability.		
Strategy	Content regarding accommodation included in the mandatory Medworxx Training Course.		
Responsible	Human Resources	Status	Complete
25 (2)	Provide information required under this section to new employees as soon as practicable after they begin employment.		

Strategy	Content is included in the orientation material.		
Responsible	Human Resource	Status	Complete
25 (3)	Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations.		
Strategy	Medworxx has a mandatory 1 time course for Accessibility and Occupational Health and Safety (see 25 (1)). The course will be re-run if there are significant changes.		
Responsible	Human Resources	Status	Complete
Accessible Formats and Communications Supports for Employees			
26 (1)	Every employer shall consult with the employee to provide or arrange for the provisions of accessible formats and communication supports for, (a)information that is needed in order to perform the employee’s job (b)information that is generally available to employees in the workplace		
Strategy	(a)during the pre-employment date meeting Occupational Health and Safety will address this inquiry and ask permission to pass to the department manager. (b)hiring managers will be responsible to provide information in accessible formats in the workplace. If required they will ask the employee to contact Occ/Health and disclose any physical support needs. The opportunity to meet with HR and Occ/Health is offered to new hires.		
Responsible	Occupational Health and Safety	Status	Complete
26 (2)	The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		
Strategy	During the first meeting Occupational Health and Safety will determine the next steps and get permission to speak with the department manager.		
Responsible	Occupational Health and Safety	Status	Complete

Employment

Documented individual accommodation plans			
28 (1)	Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities		
Strategy	A hospital wide policy Accommodation Process for Employees with Disabilities (Temporary and Permanent) HR-cba-18 is in place and available on the Intranet.		
Responsible	Occupations Health and Safety	Status	Complete

28 (2)	<p>The process for the development of documented individual accommodation plans shall include the following elements.</p> <p>1 the manner on which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2 the means by which the employee is assessed on an individual basis.</p> <p>3 the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and how.</p> <p>4 the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace where the employee is not represented by a bargaining agent in the development of the accommodation plan</p> <p>5 the steps taken to protect the privacy of the employee's personal information</p> <p>6 the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done</p> <p>7 if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8 the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>
Strategy	A hospital wide policy Accommodation Process for Employees with Disabilities (Temporary and Permanent) HR-cba-18 is in place and available on the Intranet.
Responsible	Occupational Health and Safety Status Complete
28 (3)	<p>The individual accommodation plan shall,</p> <p>(a)if requested, include any information regarding accessible formats and communication supports provided as described in section 26</p> <p>(b)if required, include individualized workplace emergency response information, as described in section 27</p> <p>(c)identify any other accommodation that is to be provided</p>
Strategy	Process in place.
Responsible	Occupational Health and Safety Status Complete
Return to work process	
29 (1)	<p>(a)Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work</p> <p>(b)shall document the process</p>
Strategy	A hospital wide policy Transitional Work OHS-oh-124 is in place and available on the Intranet.
Responsible	Occupational Health and Safety Status Complete
29 (2)	Return to work process shall (a)outline the steps the employer will take to facilitate the return to work of

	employees who were absent because their disability required them to be away from work (b)use documents, individual accommodation plans, (section 28) as part of the process		
Strategy	A hospital wide policy Transitional Work OHS-oh-124 is in place and available on the Intranet		
Responsible	Occupational Health and Safety	Status	Complete
Performance Management			
30 (1)	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
Strategy	Process is in place.		
Responsible	Human Resources	Status	Complete
Career Development and Advancement			
31 (1)	Shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.		
Strategy	Process is in place.		
Responsible	Human Resources	Status	Complete
Redeployment			
32 (1)	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying.		
Strategy	Process is in place.		
Responsible	Human Resources and Occupational Health and Safety	Status	Complete

Transportation-not applicable

Compliance Date: January 1, 2015

General-not applicable

Information and Communication

Accessible formats and communication supports			
12 (1)	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities. (a) in a timely manner (b) at a cost that is no more than the regular cost charged to other persons.		
Strategy	Currently will arrange for accessible formats on request. Further enhancing strategy via a Working Group.		
Responsible	Director, Communications	Status	Complete
12 (2)	Consult with person making the request in determining the suitability of an accessible format or communication support.		
Strategy	Currently will consult with individuals making requests. Further enhancing strategy via a Working Group.		
Responsible	Director, Communications	Status	Complete
12 (3)	Notify the public about availability of accessible formats and communication supports.		
Strategy	Included on website		
Responsible	Director, Communications	Status	Complete

Employment-not applicable

Transportation-not applicable

Compliance Date: January 1, 2016

Built Environment

Design of Public Spaces			
	Make new or redeveloped public spaces accessible <ul style="list-style-type: none"> • Recreational trails and beach access routes • Outdoor public use eating areas • Outdoor play spaces • Public outdoor paths of travel • On and off street parking areas • Service counters • Fixed waiting lines • Waiting areas with fixed seating 		
Strategy	Facilities group will adhere to Design of Public Spaces Guidelines when developing new or redeveloped spaces.		
Responsible	Executive Director, Capital Planning and Operations	Status	Complete