

TBRHSC Accessibility Plan 2017-2020

Customer Service

Goal 1

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.
- Objective #2 – Create content for the accessibility education module.
- Objective #3 – Determine other education requirements outside of Corporate Respect Program.
- Objective #4 – Develop and administer a comprehensive education program that is inclusive of the entire Accessibility Plan.

Goal 2

Explore options to enhance accessible services and supports for patients.

- Objective #1 – Establish a project team.
- Objective #2 – Create an inventory of existing internal services, supports and resources.
- Objective #3 – Research best practices for new internal services, supports and resources including new technology.
- Objective #4 – Determine and implement priorities.
- Objective #5 – Communicate available resources and educate staff.

Goal 3

Develop processes for ongoing community engagement and reporting.

- Objective #1 – Maintain and enhance public reporting.
- Objective #2 – Continue with Annual Report to Board and Senior Leadership Council.
- Objective #3 – Engage City of Thunder Bay Accessibility Committee.
- Objective #4 – Ongoing consultation as required with the Accessibility Engagement Working Group.

Information and Communication

Goal 1

Continue to provide access to accessible information.

- Objective #1 – Maintain and update an accessible website.
- Objective #2 – Continue to develop and support processes to provide information in accessible formats.
- Objective #3 – Continue with pilot project for accessible forms in the Emergency Department and expand throughout the facility.
- Objective #4 – Create and maintain a repository of internal information for staff and patients.

Employment

Goal 1

Continue to apply and improve accessible recruitment and hiring processes.

- Objective #1 – Research best practices in employment and recruitment process.
- Objective #2 – Determine and implement priorities.
- Objective #3 – Provide internal education about requirements and processes.
- Objective #4 – Raise external awareness about our processes and opportunities.

Goal 2

Review and enhance accommodations and processes to support employees and volunteers with disabilities.

- Objective #1 – Research best practices in accommodations policies and process.
- Objective #2 – Determine and implement priorities.
- Objective #3 – Provide internal education about requirements and processes.
- Objective #4 – Raise external awareness about our processes and opportunities.

Design of Public Spaces

Goal 1

Review and enhance interior and exterior spaces from an Accessibility perspective.

- Objective #1 – Conduct an accessibility review of the facility.
- Objective #2 – Prioritize recommendations.
- Objective #3 – Seek budgetary approval.
- Objective #4 – Implement changes in phases within budgetary constraints.

Goal 2

Review and enhance access to accessible parking spaces.

- Objective #1 – Evaluate current state including number of spots and access.
- Objective #2 – Define desired state.
- Objective #3 – Implement improvements in phases within budgetary constraints.

Goal 3

Review and enhance existing signage and wayfinding from an Accessibility perspective.

- Objective #1 – Evaluate current state and policy.
- Objective #2 – Update policy to reflect enhancements.
- Objective #3 – Implement signage improvements in phases within budgetary constraints.