

**Annual Accessibility Plan
for
Thunder Bay Regional Health Sciences Centre
2011
2016 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

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Compliance Date: January 1, 2012

Employment

Workplace Emergency Response Information

| Regulation | Details |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 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 | Details |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 (1) | <ul style="list-style-type: none"> (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 |

| Regulation | Details |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------|
| | 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 with extensive community engagement. |
| 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

| Regulation | Details |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 |

| Regulation | Details |
|--------------------|---------------------------|
| | (Requests for Proposals). |
| Responsible | Corporate Services |
| Status | Complete |

Self-Serve Kiosks

| Regulation | Details |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 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 Employees of Supports

| Regulation | Details |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 Resources |
| 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

| Regulation | Details |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 |

Documented Individual Accommodation Plans

| Regulation | Details |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | Occupational Health and Safety |
| Status | Complete |
| 28 (2) | The process for the development of documented individual accommodation plans shall include the following elements. |

| Regulation | Details |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ol style="list-style-type: none"> 1. the manner on which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. the means by which the employee is assessed on an individual basis. 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. 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 5. the steps taken to protect the privacy of the employee's personal information 6. the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done 7. if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. |
| 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> <ol style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communication supports provided as described in section 26 (b) if required, include individualized workplace emergency response information, as described in section 27 (c) identify any other accommodation that is to be provided |
| Strategy | Process in place. |
| Responsible | Occupational Health and Safety |
| Status | Complete |

Return to work process

| Regulation | Details |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29 (1) | (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 (b) shall document 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 |
| 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

| Regulation | Details |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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

| Regulation | Details |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 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 |

Compliance Date: July 1, 2016

New Standards for Customer Service

| Regulation | Details |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training 80.49 | Train all members of your organization on accessible customer service and how to interact with people with different disabilities. |
| Strategy | Already compliant. |
| Responsible | Human Resources |
| Status | Complete |
| Service Animals Section 80.47 | If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional . The documentation must confirm that the person needs the service animal for reasons related to their disability. |
| Strategy | Already compliant. |
| Responsible | Clinical Services |
| Status | Complete |
| Feedback Section 80.5 | Provide a way for your customers who have disabilities to comment on how you provide accessible customer service. Ensure your feedback process is accessible by providing or arranging for accessible formats and communication supports, on request. |
| Strategy | Already compliant. |
| Responsible | Communications |
| Status | Complete |
| Documenting Policies Section 80.46 | If you are a business or non-profit with 50 or more employees , put your accessible customer service policy in writing and make it available to people who request it. You may post it publicly or on your website. Provide it in accessible format or with communication support, on request. |
| Strategy | Already compliant. |
| Responsible | Communications |
| Status | Complete |