

**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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Alternate formats are available upon request.

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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