



The Hospital for Sick Children 2017-2021 Accessibility Plan

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1. The Hospital for Sick Children

The Hospital for Sick Children (SickKids) is a 375 bed paediatric academic health sciences centre that provides tertiary and quaternary care to children from across Ontario, Canada, and the world. The main site is located at 555 University Avenue, Toronto, ON. Additional sites are located at:

- 1) 525 University Avenue, Toronto, ON
- 2) 123 Edward Street, Toronto, ON
- 3) 180 Dundas Street, Toronto, ON
- 4) 77 Elm Street, Toronto, ON
- 5) 101 College Street, Toronto, ON
- 6) 686 Bay Street, Toronto, ON

Additional information about the hospital and its activities can be found in the annual report on the website:

<http://www.sickkids.ca/aboutsickkids/annual-report-2013-2014/index.html>

2. Aim and Objectives of Accessibility Plan

This multi-year accessibility plan will help SickKids make advancements in meeting the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*. The plan outlines the specific requirements of the *AODA* and how SickKids will actively work on removing barriers for people with disabilities who come to SickKids.

Specifically, SickKids will provide the opportunity for all patients and their families, staff, volunteers, and members of the community to identify needs related to their disabilities and ensure that these needs are accommodated in a manner that supports the dignity of the individual. This will be reflected in the hospital through the implementation of training and specific policies and procedures that incorporate measures to identify and remove barriers for people with disabilities. Initial training has already been provided to staff and volunteers to raise awareness about the *AODA*, the issues and

barriers encountered by people with disabilities, and the responsibility of everyone at the hospital in removing those barriers.

3. SickKids Commitment to Accessibility Planning

Championing an accessible, comprehensive, and sustainable child health-care system is a key element of the SickKids Mission. SickKids is committed to accessibility planning to ensure ongoing improvements to access to its facilities and services for patients and their families, staff, volunteers, and members of the community. It will invite the participation of people with disabilities in the development and review of its accessibility plan, and ensure that policies and procedures are consistent with the principles of the *AODA*.

4. The Accessibility Committee

The SickKids Accessibility Committee's mandate is to provide overall strategic direction to enhance accessibility at the Hospital. It will ensure that all requirements of the *AODA* are fulfilled. The Committee is responsible for establishing an accessibility plan with specific deliverables, timelines, and leads for each deliverable.

The Committee will:

- 1) Provide leadership in steering the Accessibility Program at SickKids.
- 2) Establish policy related to Accessibility.
- 3) Review and endorse key documents related to Accessibility (e.g. policies, education materials).
- 4) Raise awareness of accessibility legislative requirements, initiatives, and issues.
- 5) Review reported accessibility related issues and provide recommendations to the appropriate areas/owners.
- 6) Identify barriers to services and facilities, and develop plans to remove these barriers.
- 7) Review accessibility related leading practices and implement as appropriate.
- 8) Ensure accountability for legislated requirements by assigning responsibility for deliverables, monitoring progress, and evaluating outcomes.

Executive Sponsor: Susan O'Dowd, Vice President, Human Resources

Co-Chairs: Karima Karmali, Director, Center for Innovation & Excellence in Child and Family-Centred Care
Robert Cesario, Director, HR Transformer

Committee Members:

• Karen Sappleton	Senior Manager, Child and Family Centred Care and Health Equity
• Bonnie Fleming-Carroll	Associate Chief of Nursing
• Natasha Thexton	Workplace Strategy Design Lead
• Caitlin Johannesson	Mgr Digital Media & Creative Services
• Tee Garnett	Executive Lead & Strategic Advisor, EDI
• Laurel Bown	Senior Clinical Manager, Gastroenterology & Nutrition Clinic
• Alex Salmon	Patient Advisor
• Holly Yip	Family Advisor
• Victoria Moreno	Program Coordinator & Family Advisor
• Miranda Vermeer	Risk Management Specialist
• Nadia Shahjahan	Health Equity & Patient Experience Coordinator
• Laura Alexander	Director Occ. Health & Safety
• Natalia Kaniuk	Sr. Mgr RTC & Faculty Support

The committee meets three times a year.

5. 2017-2021 Accessibility Initiatives

**Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Services (Ontario Regulation 429/07)
Integrated Accessibility Standards (Ontario Regulation 191/11)**

Requirement of the Accessibility Standards	Committee Lead/ Functional Lead	Deadline	Status
General			
<p>1. Accessibility Plans</p> <p>a. Review and update the accessibility plan at least once every five years</p> <p>b. Prepare annual status report on the progress of measures taken to implement the strategy in the multi-year accessibility plan and post the report on the website, and provide report in an accessible format upon request</p>	<p>Director, Centre for Innovation & Excellence in Child and Family-Centred Care</p> <p>Director, Total Rewards & Diversity</p>	<p>April 1, 2018 April 1, 2019 April 1, 2020 April 1, 2021</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>2. Training</p> <p>a. Ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> • all staff, trainees, and volunteers; • all persons who participate in developing SickKids' policies; and 	<p>Manager, Child and Family-Centred Care & Health Equity</p> <p>Associate Chief, Nursing Education and Interprofessional Education</p>		<p>Ongoing; Orientation for new staff & volunteers</p>

Requirement of the Accessibility Standards	Committee Lead/ Functional Lead	Deadline	Status
<ul style="list-style-type: none"> • all other persons who provide goods, services or facilities on behalf of SickKids b. Training on the accessibility requirements shall be appropriate to the duties of the employees, volunteers, and other persons c. Provide training as soon as practicable d. Provide training in respect of any changes to the Accessibility Policies on an ongoing basis e. Keep record of the training provided including dates training is provided and number of individuals to whom it is provided 			
Information and Communication Standards			
<p>3. Accessible websites and web content</p> <p>a. Ensure public-facing websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level AA by Jan 1, 2021 (except for (i) success criteria 1.2.4 Captions (Live); and (ii) success criteria 1.2.5 Audio Descriptions (Pre-recorded)</p> <p>Except where meeting the requirement is not practicable, this requirement applies to:</p> <p>(a) to websites and web content, including web-based applications, that SickKids controls directly or through a contractual relationship that allows for modification of the product; and</p> <p>(b) to web content published on a website after January 1, 2012</p>	<p>Director, Tech & Service Ops, IMT</p> <p>Director, Communications & Public Affairs</p>	<p>January 1, 2021</p>	<p>In progress;</p> <p>Phase 1 of the redeveloped sickkids.ca scheduled to launch in Dec 2020, in time for the AODA deadline of Jan 1 2021.</p> <p>Information about web accessibility</p>

Requirement of the Accessibility Standards	Committee Lead/ Functional Lead	Deadline	Status
<ul style="list-style-type: none"> In determining whether meeting the requirements of this section is not practicable, SickKids may consider, among other things, (a) the availability of commercial software or tools or both; and (b) significant impact on an implementation timeline that is planned or initiated before January 1, 2012. 			should be added to the current ilearn modules on accessibility.
Current Initiatives	Committee Lead/ Functional Lead	Deadline	Statuses
<p>4. Accessible Washroom</p> <ul style="list-style-type: none"> a. The committee agreed to go above and beyond meeting the basic AODA requirements - plans for designing a fully accessible and barrier free washroom are underway. 	Karima Karmali	September 1, 2018	Completed

6. Review and Monitoring Process

The Accessibility Committee meets on a bi-annual basis and will use a portion of each meeting to review progress on all requirements on the workplan. Each lead responsible for deliverables will be asked to provide regular reports on these deliverables. Quarterly updates will be provided to the executive sponsor.

7. Communication of the Plan

The SickKids Multi-Year Accessibility will be posted on the internal and external website, and hard copies will be made available on request. Copies of the plan in an accessible format will be made available on request.