

Multi-Year Accessibility Plan (2017-2021)

1. Sinai Health System

Sinai Health System was formed in January, 2015 through the amalgamation of Mount Sinai Hospital and Bridgepoint Active Health. This occurred following a strategic planning process which identified that both Mount Sinai Hospital and Bridgepoint Active Health shared a common commitment to build a more integrated health system across the continuum, particularly for the most complex patients.

The two main sites in Toronto are located at:

600 University Avenue and 1 Bridgepoint Drive

Additional sites are located on various floors at:

- a) Ontario Power Generation Building at 700 University Avenue
- b) Joseph and Wolf Lebovic Building at 60 Murray Street;
- c) 522 University Avenue;
- d) Toronto Centre of Phenogenomics;
- e) Wellness Centre Scarborough at 3833 Midland Avenue;
- f) 250 Dundas Street West;
- g) 2 Sheppard Avenue East, 4th Floor;
- h) 200 Elm Street;
- i) 260 Spadina Avenue;
- j) Sherman Health and Wellness Centre, 9600 Bathurst Street, North York;
- k) 2155 Leanne Blvd, Unit 118 Mississauga, Ontario

Additional Information about the hospital and its activities can be found on the Sinai Health System website: www.sinaihealthsystem.ca

2. Aims and Objective of the Sinai Health System Accessibility Plan

The multi-year accessibility plan will help Sinai Health make advancements in meeting the requirements of the Accessibility for Ontarians Disabilities Act (AODA, 2005). The plan outlines the specific requirements of how Sinai Health System will actively work on removing barriers for people with disabilities who come to Sinai Health System.

Sinai Health System will provide the opportunity for all patients, caregivers 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 at Sinai Health System through the ongoing training and

specific policies and procedures that incorporate measures to identify and remove barriers for people with disabilities. The Sinai Health System accessibility philosophy is that accessibility is the responsibility of everyone at Sinai Health System.

An accessible Sinai Health System means:

- Persons with disabilities receive services and goods in manner that meets their individuals needs
- Information and communications are available in accessible formats to all patients, visitors, employees, volunteers, and people using the services of Sinai Health System
- Persons with disabilities who are employed or volunteer, or wish to be employed or volunteer at Sinai Health System, are able to participate fully in the Sinai Health System employee environment
- Persons with disabilities are able to physically access the space, inside and outside, of Sinai Health System
- All persons are able to provide feedback to Sinai Health System on their experience and concerns related to issues of accessibility.

The 2017-2021 accessibility plan is based on input from Sinai Health System employees, patients, visitors, volunteers and accessibility stakeholders. It is organized around the following general requirements of the AODA:

- Policies and Work plans
- Procurement
- Training
- Information and Communications
- Employment
- Accessible Websites and Web Content
- Transportation
- Design of Public spaces

3. The AODA Accessibility Committee

Sinai Health System has an Accessibility Committee that includes broad membership with representation of employees and volunteer services at all levels across Sinai Health System. The committee includes membership from the community and senior level executive sponsorship. The accessibility committee is responsible for guiding and directing the activities related to accessibility. Sinai Health System also receives input from various sources to inform the activities, including:

- [Access@Sinai Health Systemsystem.ca](mailto:Access@SinaiHealthSystem.ca)
- Accessibility hotline

- Feedback through patient relations
- Monitoring Social Media including Twitter
- Risk Management
- Security
- [Accommodation@Sinai Health System.ca](mailto:Accommodation@SinaiHealthSystem.ca)
- Human Rights and Health Equity office
- Targeted feedback from patients, caregivers, families and staff
- Recruitment accessibility number
- Extension at Bridgepoint

The following priorities and commitments have been developed and are supported by the broad committee. The priorities have been chosen based on:

- Sinai Health System's commitment to harmonization and integration across the Sinai Health System resulting in a transparent and standard process across the System
- Review of current processes and commitment to refresh processes to meet AODA standards and requirements. This is a priority for the annual and ongoing reviews
- Feedback from stakeholders guiding improvements and changes

4. Engagement Strategy

Sinai Health System utilizes a broad engagement strategy to inform the work of the AODA accessibility committee. The strategy includes:

- Collection and analysis of themes from Patient Relations
- Collection and analysis of themes from Human Rights and Health Equity
- Involve patients/families, visitors and staff with identified accessibility requirements (i.e. experiential review of physical space)
- Partnership/Shared Leadership on AODA Accessibility Committee with intentional recruitment of patients/families, visitors and staff with identified disabilities

5. 2017-2021 Priorities and Commitments

Requirement	Plan	Responsibility	Status at Annual Review
<p>Policies Policies meeting AODA requirements were established, and are in place at Bridgepoint Active Healthcare and Mount Sinai Hospital. Next steps are to refresh the policies and harmonize for the Sinai Health System</p>	<ul style="list-style-type: none"> Review current policies at main campuses Refresh to create harmonized policies for Sinai Health System Implement harmonized policies across Sinai Health System Publish policies in central location Annual Review 	AODA Accessibility Committee	
Requirement	Plan	Responsibility	Status at Annual Review
<p>Procurement Procurement processes meeting AODA requirements are in place at both campuses through shared health services purchasing. Ongoing focus is to ensure accessibility features are included in all procurement. When this is not possible, clear rationale/explanation is documented and available upon request.</p> <p>Self-Service Kiosk Accessibility features are included when designing, procuring or acquiring self-service kiosks</p>	<ul style="list-style-type: none"> Accessibility committee to partner with capital planning to ensure that accessibility continues to be considered in procurement Explore external resources and secure funding for necessary renovations (i.e. Accessible Door Openers, Curb Cuts, etc.) Complete inventory and accessibility assessment of current kiosks Ensure that accessibility review is part of new procurement process 	Sinai Health System Procurement Team	

	<ul style="list-style-type: none"> Confirm with provincial AODA office the definition of self-service kiosks within a hospital environment 		
Requirement	Plan	Responsibility	Status at Annual Review
<p>Training</p> <p>Sinai Health System is committed to ensuring all staff, volunteers and people who provide goods and services on behalf of Sinai Health System will provide those services in a manner respecting the accessibility needs of those using the services. Training is an integral function of ensuring that all service providers have the necessary skills and tools to provide the service in that manner.</p>	<ul style="list-style-type: none"> Review and refresh training programs across Sinai Health System such that there is one harmonized training program that includes: <ul style="list-style-type: none"> E-learning modules Orientation module Training for third party vendors <ul style="list-style-type: none"> Volunteer training Learner training Records are maintained Refreshment education is provided when issues are identified (i.e. there is a complaint) 	<p><u>E-Learning</u> AODA Accessibility Committee, Organizational Development & Learning</p> <p><u>Orientation</u> Human Resources</p> <p><u>Third Party Vendors</u> AODA Accessibility Committee, Managers/Directors</p> <p><u>Volunteers</u> Director of Volunteers and Interpreter Service</p> <p><u>Physicians</u> Executive Vice President</p> <p><u>Records</u> As above</p>	

Requirement	Plan	Responsibility	Status at Annual Review
<p>Information and Communication</p> <p>Feedback Sinai Health System is committed to having feedback processes that are accessible to persons with disabilities and providing information upon request in an accessible format.</p>	<ul style="list-style-type: none"> • Create one harmonized accessibility webpage page for Sinai Health System • Engage patients/families to determine preferred method for communicating and providing feedback • Ensure interpreter services are available for communication and feedback (including translated materials) 	<p>Information Technology/ Communications Patient Relations Office Director of Volunteer and Interpreter Services</p>	
Requirement	Plan	Responsibility	Status at Annual Review
<p>Employment The Employment Standard sets out accessibility requirements that Sinai Health System must follow to support the recruitment, accommodation and preparation of individual emergency response information for persons with disabilities. Sinai Health System is committed to providing employment environment that ensures people with disabilities are able to participate fully as applicants and employees of Sinai Health System.</p>	<ul style="list-style-type: none"> • Review/Revise policies related to employment, accommodation and individualized emergency plans for people with disabilities. • Harmonize employment policies across Sinai Health System • Continue with workforce census (including the experience of people with disabilities) 	<p>Human Resources Human Rights and Health Equity</p>	

Requirement	Plan	Responsibility	Status at Annual Review
<p>Accessible Websites and Web Content</p> <p>The Integrated Accessibility Standard requires that Sinai Health System websites meet criteria for accessibility.</p>	<ul style="list-style-type: none"> • Ensure that all websites and web content meets the criteria as outlined in the standard (includes internet and intranet) • Revise the Sinai Health System accessibility webpage to become one integrated webpage for Sinai Health System. This will also contain links to all policies and work plan 	<p>AODA Accessibility Committee, Communications, Information Technology Communications and Information Technology</p>	
Requirement	Plan	Responsibility	Status at Annual Review
<p>Design of Public Spaces</p> <p>The Design of Public Spaces requires that Sinai Health System ensure that newly-constructed or significantly renovated public spaces are accessible.</p> <p>The Mount Sinai campus is undergoing significant renovation through the RENEW SINAI program. The program is committed to ensuring that the renovated environment is accessible and a variety of standards are in place as part of the renovation including:</p> <ul style="list-style-type: none"> • Standards regarding number of accessible seating options in waiting rooms 	<ul style="list-style-type: none"> • Ensure alignment of work between Redevelopment and AODA Accessibility Committee • Conduct experiential review of physical space with patients/families to identify areas for opportunity in physical design • Ensure patient/family engagement in areas being re-designed (including physical space and process re-design) • Review and confirm accessibility of current areas including the parking garage and areas listed in 1.0 • Operational impact 	<p>AODA Accessibility Committee, RPO Patient Relations Office</p>	

<ul style="list-style-type: none"> • Standards regarding accessible seating at outdoor eating areas • Regular meetings and review of plans ensuring an accessibility lens is used • Procedures for preventative and emergency maintenance of accessible elements in public spaces are current and procedures are in place for managing temporary disruptions that impact accessible elements (eg. Elevators, accessible doors) 	<p>committee will review temporary changes regarding space with AODA lens</p> <ul style="list-style-type: none"> • Ensure furniture and equipment (furnishes and finishes) are compliant with AODA • Construction activities impacting outdoor space are reviewed with an AODA lens (i.e. commissioning of space) • Impact on accessible elements are review regularly at Construction Impact meetings and mitigations strategies are in place 		
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6. Review and Monitoring Process

The AODA Accessibility Committee meets regularly and will review progress on the work plan requirements. Quarterly updates will include review of a scorecard with indicators for priority areas to monitor/evaluate progress. As this is a multi-year plan, the plan will be thoroughly reviewed annually and a status update will be recorded and posted with the plan.

7. Communication of the Plan

The Sinai Health System multi-year accessibility plan will be posted on the internal and external websites. Hard copies are available upon request and can be provided in an accessible format upon request.