



What does “accommodation” mean?

Every person should have an equal opportunity to obtain, use and benefit from the services, goods and facilities provided by Mount Sinai Hospital.

Accommodation is the process of ensuring needs based on human rights grounds—e.g. disability, religion, sex (including pregnancy)—are met so that all individuals have equal access to employment opportunities, services, goods and facilities.

What are some examples of human rights accommodations?

Disability: ASL interpreter, electronic copy of documents, person to read documents out loud, presence of service animal.

Creed/religion: change of appointment date or time due to religious observance or prayer.

Place of Origin: language interpreter.

Gender Identity: use preferred names and pronouns.

Who do I tell if I need accommodation?

If you require accommodation related to medical services or care, please talk to anyone involved in providing your care.

If your accommodation need is related to goods, facilities and services other than medical services and care, speak to the service provider manager.

How long will it take to be accommodated?

We will respond to your request in a timely manner. As each accommodation solution is unique, some may take longer than others to implement. Please let us know as soon as possible about an accommodation need.

Who will know about my request?

Your confidentiality is important. Information will only be disclosed on a need-to-know basis and in accordance with legislation and Mount Sinai Hospital’s policies and procedures.

All discussions and communications about accommodation requests will be documented. Notes of patient accommodation can be placed in the patient chart. Records for other requests will be kept in a secure location.

Will I have to provide documentation?

You will need to provide enough information so that we can assess the request and arrange for appropriate accommodation. This may include supporting documentation.

Will all my accommodation needs be met?

We will do our best to meet all your needs and work with you to look at various options. If we are unable to meet all your needs, we will let you know. We will only deny an accommodation if it would cause undue hardship.



Where can I get more information?

[Website – Accessibility Page](#)

[Accessibility Brochure](#) [PDF]

Main Hospital Number: 416-596-4200

TTY 416-586-8275

Accessibility Hotline

For accessibility concerns, please contact:

416-586-4800 ext. 7286

access@mtsinai.on.ca

Interpreter Services:

To request language interpreters, including sign language, or for telecommunications devices for people who are hearing-impaired, please contact:

416-586-4800 ext. 8200

(Please note this is an English-speaking line)

Patient Relations

For other patient-related concerns, please contact: 416-586-4800 ext. 5066

Human Rights & Health Equity

If you believe you have been unable to access Mount Sinai's services, goods or facilities due to our failure to accommodate, or if you have complaints about the process, please contact:

416-586-4800 ext 7519

humanrights@mtsinai.on.ca

Mount Sinai Hospital is committed to fostering a healthy and positive environment, which recognizes and respects the personal worth, dignity and diversity of each member of the Hospital Community.