Trillium Health Partners

Multi-Year Accessibility Plan 2024-2029

Contents

Executive Summary

Trillium Health Partners (THP)'s mission is to build a new kind of health care for a healthier community. Delivering the highest quality of care and an exceptional experience for each and every member of our community are our top priorities. In order to achieve this, THP must continue to identify and eliminate barriers that limit access to equitable care for our patients and their families. THP must also ensure an accessible environment for visitors, staff, professional staff, volunteers and learners.

Over the last five years, THP has worked to address a number of barriers and has made progress towards the goal of a more equitable and accessible care environment. THP is proud of the advancements that have been made through implementing the second five-year Accessibility Plan.

THP is aware that there is more work to be done to increase accessibility for everyone at the organization. The community plays an important role in determining how to identify and eliminate barriers for persons with disabilities. THP is committed to involving the community and individuals who represent the community of persons with disabilities throughout the barrier identification and prioritization process. Feedback is always welcome as THP strives to meet the needs of all community members.

As part of THP's planning for the 10-year Strategic Plan, over 180,000 people were engaged in the hospital and in the community to find out what is most important to them at THP. Throughout this process THP heard from the community that the following are important factors in building a new kind of health care for a healthier community:

- Inclusion and equity for all, and

- All individuals have equal access and a common patient experience regardless of their unique needs.

In developing THP's new five-year Accessibility Plan, feedback was considered from various teams at THP.

The five-year Accessibility Plan presented here outlines our commitment to building a new kind of health care for a healthier community, in alignment with the Accessibility for Ontarians with Disabilities Act (AODA) requirements and the Integrated Accessibility Standards and Regulations (IASR). The aim of the Plan is to broadly address barriers in and align improvement initiatives to each of the AODA Standards. The Plan will be reviewed annually and updated at least once every five years, based on feedback from persons with disabilities, THP's teams and the community, to align with the AODA legislation and the strategic priorities of Trillium Health Partners.

For more information or to provide feedback about the Plan, please contact the Patient Relations office at Patient.Relations@thp.ca.

The Accessibility for Ontarians with Disabilities Act (AODA)

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. In order to achieve this, the Province introduced standards outlining key focus areas and deliverables to achieve a barrier-free Province. These include Customer Service, Transportation, Information and Communications, Employment, and Built Environment.

The AODA requires organizations to develop and implement an Accessibility Plan that outlines areas for improvement in ensuring a barrier-free environment and access for all.

1.0 Developing Trillium Health Partner's Refreshed Multi-Year Accessibility Plan

Trillium Health Partners Accessibility Plan is a living document and just as our hospital and community evolves and grows, the Plan will be adjusted to reflect those changes. It outlines the Hospital's response to the legislation and our initiatives designed to remove barriers and ensure equal access for people with disabilities. It also reflects the Hospital's history and ongoing commitment to ensuring the accessibility of our Built Environment.

The Plan will be reviewed annually and updated at least once every five years to align with the AODA legislation and Trillium Health Partners' strategic priorities. In developing our new five-year Accessibility Plan, we considered input from staff at THP.

1.1 Accessibility Working Group

Currently, all accessibility initiatives and documents undergo internal review cycles at the Hospital Operations – Enterprise (HOPS-E) Committee. All areas of the hospital are represented at the HOPS-E Committee. We are working on either having Accessibility added to one of our existing governance structures or creating a new governance structure that will house Accessibility.

1.2 Barrier Identification and Prioritization

THP's Accessibility Plan establishes a method to identify, measure, remove and prevent barriers for persons with disabilities. A "barrier" is defined by the Act as, "anything that prevents a person with a disability from fully participating in all aspects

of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice."

1.3 Barrier Identification

THP monitors and analyzes feedback obtained from many sources to address accessibility concerns, including the following:

- Comments and trends identified through patient feedback,

- Concerns expressed by employees, professional staff, learners and volunteers,

- Issues identified by members of the Accessibility Working Group,

- Feedback obtained through the public website and social media channels, and

- Feedback obtained through community engagement.

1.4 Barrier Prioritization

Accessibility planning at THP has been incorporated into annual capital planning and development of annual operating plans with consideration given to:

- Requirements of the legislation,

- Number of people affected by a barrier,

- Availability of a practical solution that can be readily implemented,

- Magnitude of risk posed by a barrier, and

- Relationship to scheduled renovations and other capital projects.

1.5 Review and Monitoring Process

Accessibility has become part of the culture at THP and how we approach patient-centred care and a respectful workplace. Each area of the hospital incorporates an accessibility lens into their day-to-day operations. Currently, all updates relating to the progress of our Accessibility Plan are discussed at the Hospital Operations – Enterprise (HOPS-E) Committee.

2.0 Completed Identified Barrier Free Initiatives 2018-2023

Over the past five years, we have worked to address a number of identified barriers and have made progress towards our goal of a more equitable and accessible care environment. We have provided a summary and status of our 2018-2023 Accessibility Plan items in the table below:

Standard: AODA, General

Initiative	Accountability	Barrier Addressed	Comments/Progress
Implement mandatory AODA compliance within THP Foundation's new brand guidelines.	THP Foundation	Technological	Implementation was accomplished in 2023.
Introduce and expand THP's language interpretation services across all sites including ASL support.	Patient Experience	Communication	THP's new language interpretation service is now available on all hospital iPads and through EPIC for use by staff and professional staff.
Implement Care Connect Speech: an application that uses voice recognition on incoming calls to THP, to allow callers to state the department or clinic they would like to speak with, and connects them directly to that area of specialty.	Switchboard	Procedure	The initiative was implemented in early 2023 and is successfully being used.
Introduce new learning module on Anti-Black Racism for all staff	Talent & Organizational Development	Attitudinal	The new module was introduced in 2023 and was made accessible by adding text-to-speech options for all the provided information.

Standard: Information and Communications

Initiative	Accountability	Barrier Addressed	Comments/Progress
Provide education to key staff on how to create accessible documentation	Talent & Organizational Development	Attitudinal	An Information sheet with an AODA checklist for PDFs was created and circulated among teams.
Update hospital systems to Microsoft 365 with additional accessibility features	Information Services	Technological	The hospital operating systems were upgraded in 2023 to Microsoft 365 which includes new features to support accessibility such as dictation, read aloud, immersive reader, live subtitles in multiple languages and accessibility checker and more.
Ensure we have a process in place to fulfil requests to provide our Annual Report in an accessible format upon request	Communications & Public Affairs	Policy or Practice	A process was developed to fulfil the requests mentioned by the Communications & Public Affairs department.
External review of current corporate website to highlight areas of opportunities for increased WCAG compliance	Communications & Public Affairs	Technological	There is continued work being done to revamp the external THP website with a major focus on incorporating AODA requirements and WCAG guidelines.
Improve website accessibility in semantic markup requirement	Communications & Public Affairs	Technological	The requirements have been achieved.
Implementation of a new corporate website adhering to WCAG	Communications & Public Affairs	Technological	Some improvements have been made. Added a compliant page code, responsive layout,

2.0 AA standards			bootstrap framework, HTML5 media players and ARIA tags. Removed older features like layout tables, Silverlight media players, JS-based drop-down navigation, non-compliant page code, non-responsive layout. The work will continue for the next 2-5 years.
Implement a quality assurance review process for all requests to post publications to the intranet or public websites	Communications & Public Affairs	Technological	There is a process in place for all documents to be reviewed and approved by the Communications and Public Affairs department with AODA compliance in mind, before public posting.
Implement color contrast checker on existing website and new pages to ensure the website continues to meet WCAG guidelines	Communications & Public Affairs/ Foundation	Technological	A built-in feature was added, which switches the presentation of pages to higher contrast on the website.
Remove radial buttons on online donor forms to increase ease of use and accessibility	THP Foundation	Technological	Radial buttons were removed from THP Foundation's online donor forms and changed to an accessible format.

Standard: Customer Service/Patient Relations

Initiative	Accountability	Barrier Addressed	Comments/Progress
Provide further customer service training for staff to increase accessibility awareness when planning Foundation Donor events	THP Foundation	Attitudinal	All Foundation staff are trained to manage accessibility requests and arrange accommodations for Donor events.
Improve communication and education to staff, professional staff, volunteers, learners, patients, families and visitors on how to access ASL interpretation	Patient Experience	Attitudinal	A new language interpretation service was implemented in 2023. Real-time ASL interpreters can be accessed by all staff, patients, families, volunteers, and learners. The launch of the service included extensive communications across the organization.
Improve patient registration process to include requests for ASL interpretations	Patient Registration	Information or Communication	A new language interpretation service was implemented in 2023. Real-time ASL interpreters can be accessed by all staff, patients, families, volunteers, and learners. The launch of the service included extensive communications across the organization.
Review the number of accessible service counters/desks and signage	Patient Registration/Facilities	Physical	There is continued work being done with reviews scheduled to be conducted in 2024.
Combine the current AODA and IASR employee education into a single module that is accessible	Talent & Organizational Development	Policy or Practice	The two modules were combined with included accessibility features like large font, zoomability and compatibility with

			most browsers.
Investigate and define the role for Volunteers in escorting patients, families and visitors around the hospital (per THP Accessibility Page)	Talent & Organizational Development / Volunteer Resources	Policy or Practice	The role of volunteers was defined as a courtesy service for patients requiring wayfinding help or general information. Patient escorting is available on Monday to Fridays from 8:00-4:00pm at most entrances with volunteers offering courtesy wheelchairs and pushing patients to their destinations. Volunteers are not permitted to lift or transfer patients in and out of wheelchairs, help with discharge or take on the role of support persons.
Improve information sharing and tracking of patient complaints specific to Accessibility	Patient Relations	Policy or Practice	Work is underway to identify methods for sharing information across a number of inputs where accessibility feedback may be shared.

Standard: Transportation

Initiative	Accountability	Barrier Addressed	Comments/Progress
Continue to partner with third-party vendors and provide transportation services across all sites	Transportation	Physical	THP continues to partner with third-party vendors to provide non-urgent shuttle buses to and from all 3 hospital sites, as well as to partner LTCs. All vehicles are equipped to accommodate wheelchairs and walkers, allow service animals, provide sufficient signage for transport routes and run announcements for bus stops.

Standard: Employment

Initiative	Accountability	Barrier Addressed	Comments/Progress
Provide workstation reviews upon request to ensure the office set up and equipment meet the needs of employees with disabilities	People Safety and Support (previously known as Employee Health Safety and Wellness)	Physical	A Return-To-Work Specialist was hired in 2022. Regular workstation reviews and virtual workstation assessments are provided by the in-house Ergonomist at THP.
Add in emergency evacuation plans to workplace accommodation and return to work agreements	People Safety and Support (previously known as Employee Health Safety and Wellness)	Policy or Practice	This initiative was completed.

Initiative	Accountability	Barrier Addressed	Comment/Progress
Place an accommodations notice on the Recruitment landing page on the careers webpage of THP's public website	Human Resources	Policy or Practice	This initiative was completed.
Re-introduce and standardize Return-to-Work meetings to provide support and smooth transitions	People Safety and Support (previously known as Employee Health Safety and Wellness)	Procedure	This initiative was completed.
Review Standard Operating Procedures (SOPs) for Long-Term Accommodation Process	Human Resources	Procedure	This initiative was completed.
Ensure enterprise-wide in-person staff events include virtual viewing and attending options to improve accessibility	People Safety and Support (previously known as Employee Health Safety and Wellness)	Physical, Technological, Practice	THP ensures that most in-person staff events are either made available to attend virtually via online platforms or are recorded and uploaded to the intranet for viewing.

Standard: Built Environment

Initiative	Accountability	Barrier Addressed	Comment/Progress
Review the Accessibility Feedback provided by our patient advisors on November 7th, 2017 as part of the Accreditation preparation, and action items approved through capital funding allocation.	Facilities and Redevelopment/ Trillium HealthWorks	Physical	The feedback was taken into account and used as a baseline to include accessibility in the new buildings. The new M-site building (when ready in 2029) will have rest areas with benches at distances of every few feet, bariatric-accessible pathways, increased

			number of accessible washrooms, adult and children change tables in washrooms, and turn circles for wheelchairs built into new offices.
Redevelop Credit Valley Site parking garage elevator entrances to be accessible to anyone using assistive mobility equipment.	Facilities and Redevelopment	Physical	This initiative was completed.
Install catch basins and re-pave areas of Queensway site to reduce ice and water build-up on paved walkways.	Facilities and Redevelopment	Physical	This initiative was completed.
Review and repair sidewalks at the Mississauga Hospital main entrance.	Facilities and Redevelopment	Physical	This initiative was completed.
Re-paint all parking garage doors and elevator vestibules at M-site to improve accessibility	Facilities and Redevelopment	Physical	This initiative was completed in the fall of 2023.
Re-paint handrails, doors/frames, and fire hose cabinets in stairwells to remove rust and chipped paint in the parking garage (6 stairwells and 8-10 floors) at CVH	Facilities and Redevelopment	Physical	This initiative was completed in 2023.

Any Additional Highlights of Barrier-Free Initiatives Completed in 2018-2023

Initiative	Accountability	Barrier Addressed	Comment/Progress
Develop and circulate a brochure on Work-From-Home to provide staff with tips to maintain wellbeing while working remotely	People Safety and Support (previously known as Employee Health Safety and Wellness)	Physical and Technological	This initiative was completed in 2020-21.
Develop a process to review and fulfil accommodation requests within the THP Foundation	THP Foundation	Practice	The Director of Human Resources for the THP Foundation was hired in 2019 and a process was put together to fulfil accommodation requests effectively.
Update THP's intranet with the Attending Physician Report downloadable and fillable form, used by physicians for employees needing sick leaves due to disabilities	Human Resources	Technological	The Attending Physician Report form on the intranet was updated to be more accessible in 2023.
Launch MyChart, a personalized and secure patient-facing health portal that improves patient care and addresses accessibility	Clinical Systems and Informatics	Technological	The portal allows patients to connect with their health care information, update personal information, medications and allergies, view upcoming appointments and more. MyChart has the ability to leverage screen readers, zooming functionality, and high contrast

			themes.
Launch the Food Preferences pilot initiative at THP. It identifies and provides patient food options, increasing menu diversity and reducing the use of packaging and utensils. The objective is to make consumption easier for patients with physical or cognitive impairments while reducing malnutrition among them	Patient Support Services	Physical	The initiative was launched in 2023 in collaboration with a third-party vendor. Depending on the success, THP hopes to scale it up in the upcoming years.
Introduce General Persuasive Approach training to ER staff to better manage and support neurodivergent individuals	Patient Support Services	Attitudinal	The training was introduced to staff in 2023 and will be continued annually going forward.
Update the Sick Pay Benefits under the Short-Term Disability Plan owing to the sick day bank reinstatement conditions	Human Resources	Procedure	The program was updated to be more equitable for employees, broadening eligibility for sick day bank reinstatement to individuals requiring accommodations when they return to work.
Conduct information and demonstration session to raise staff awareness of the newly introduced Microsoft 365's accessibility features	Information Services	Technological	This information and demonstration session was conducted in 2023 after Microsoft 365 was introduced at THP. It focused on features like dictation, read aloud, immersive reader, live subtitles in multiple languages and accessibility checker.

Launch the "Talk Listen and Connect" pilot project in which volunteers support medicine unit patients during mealtimes by opening containers, setting up the meal and socializing with the patients	Volunteer Resources	Physical and Communication	This initiative was launched in 2022. Currently supporting 2 Medicine units at CVH and 2 Medicine units at MH.
Launch new Employee and Family Assistance Program (EFAP) at THP from a new vendor that houses a network of providers from different specialties, languages, and ethnic backgrounds	People Safety and Support (previously known as Employee Health Safety and Wellness)	Practice and Technological	THP partnered with a new vendor to improve the support provided to employees and families. The new vendor provides an accessible digital platform for employees and families to access 24/7 free of charge, use self-guided resources and connect with providers from a variety of backgrounds.

3.0 THP Accessibility Plan 2024-2029

THP's Accessibility Plan 2024 - 2029 will address barriers in Customer Service, Information and Communication, Employment, Transportation, and the Design of Public Spaces. These barriers may take many forms including: attitudinal, customer service, informational or communicational, physical, policy, or procedures, or technological. Over the next five years, we are committed to ensuring individuals have access to equitable care and one common experience by addressing the following barriers and aligning initiatives to support the AODA standards:

Standard: AODA, General

Initiative	Accountability	Barrier Addressed
Expand the MyChart portal for patient access in multiple languages	Clinical Systems and Informatics	Communication
Ensure accessibility at all in-person staff events by choosing an accessible location, sharing pre-event communications to highlight the availability of accessibility assistance, and training event staff to be well-equipped to manage accommodation requests.	Human Resources	Physical

Standard: Information and Communication

Initiative	Accountability	Barrier Addressed
Develop a standard approach to determine the production of patient-facing documents/materials in different languages	Patient Relations, Communications and Public Affairs, Outpatient Care Transformation & Patient Registration	Communication
Continue education sessions on creating accessible PDF (Portable Document Format) documents across the organization for the next 2 years	Communications & Public Affairs	Attitudinal

Review and add additional accessibility features to the AODA & IASR module in THP's Learning Management System (LMS)	Talent & Organizational Development	Technological
Conduct an internal audit for accessibility around memos, internal announcements and other mass communications in the next 5 years	Communications & Public Affairs	Procedure
Leverage the newly introduced language interpretation service at mass events like town halls to improve sign language accessibility	Communications & Public Affairs	Communication
Improve external website with a heavy focus on meeting the WCAG 2.0 AA standards, to make it more accessible and user-friendly	Communications & Public Affairs	Technological
Continue to conduct information sessions on accessibility features within Microsoft 365, SharePoint and newer operating applications	Information Services	Technological
Revamp AODA training for the THP Foundation staff with a special focus on donor-facing accessibility requirements	THP Foundation	Attitudinal
Investigate the possibility to provide THP's Opinion Survey to staff in accessible formats	Talent & Organizational Development	Communication
Re-build Foundation website with a third-party vendor to improve AODA alignment and provide users with better mobile functionality	THP Foundation	Technological

Continue to include accessibility as a topic in future education sessions about technological updates and new software	Information Services	Technological

Standard: Employment

Initiative	Accountability	Barrier Addressed
Revamp the Attendance Management Program to become more equitable with a special focus on Diversity, Equity and Inclusion	Human Resources	Procedure
Continue to provide hybrid models of employment where operationally feasible, including the option for staff to work-from-home, increasing flexibility and accessibility	Talent & Organizational Development	Policy
Continue to reflect on and respond to feedback about accessibility needs in all work environments including hybrid and virtual	People Safety and Support (previously known as Employee Health Safety and Wellness)	Education & Practice
Launch THP's new Human Resource Information System (HRIS) in 2024 with built-in features to support accessibility (compliant with WCAG 2.1 AA guidelines)	Human Resources	Technological
Deliver accessible training to staff to operate the new HRIS	Human Resources	Information
Update the staff scheduling system from a paper-based practice to fully electronic in the new HRIS, further improving accessibility and staff usability	Human Resources	Technological

Initiative	Accountability	Barrier Addressed
Provide leaders with a Sick Leave/Return-To-Work Toolkit to better support employees on long-term leave, returning to work, and requiring accommodations	People Safety and Support (previously known as Employee Health Safety and Wellness)	Attitudinal
Investigate the possibility of implementing barrier-free recruitment processes at THP by implementing best practices, changing operating procedures and establishing an inclusion lens	Human Resources, Talent & Organizational Development	Attitudinal
Update THP's intranet to include a section about the services provided by People Health and Safety, how to access them and what to expect	People Safety and Support (previously known as Employee Health Safety and Wellness)	Communication
Include accessibility as a topic for education, training and discussion in the People Safety and Support department's meetings annually starting 2024.	People Safety and Support (previously known as Employee Health Safety and Wellness)	Attitudinal
Update the Sick Leave and Accommodation Policy within the next 1 year to include various accommodation options and the details for supporting return-to-work with or without any accessibility devices.	People Safety and Support (previously known as Employee Health Safety and Wellness)	Policy

Standard: Customer Service

Initiative	Accountability	Barrier Addressed
Include language services and ASL accountability within the existing accessibility policy at THP	Patient Experience	Policy
Expand and further define the permission of service animals at THP by improving the policies and defining animal relief areas around the facilities	Patient Relations/Equity Office	Policy

In addition to phone calls made to patients for appointments, begin sending electronic mails for correspondence to maintain confidentiality	Patient Registration	Practice
Investigate the possibility of introducing new transport chairs at THP from a third-party vendor in the next 5 years. The chairs will have features like stand-assist armchairs, big wheel maneuverability to steer bariatric patients, and more.	Patient Support Services	Physical
Improve wayfinding for the THP Foundation office in the new buildings at M-site and Q-site (2029)	THP Foundation	Physical
Review the number of accessible service counters/desks and signage	Patient Registration/Facilities	Physical
Introduce training for staff to not re-locate items in rooms of patients with visual impairment. This will be achieved depending on the development of a process to identify the rooms of patients with visual impairment.	Patient Support Services	Information
With all the existing and upcoming initiatives supporting accessibility at THP, we will be looking into updating the Patient Handbook as and when required in the next 5 years.	Patient Relations/ Communications	Communication
Introduce training for staff to not re-locate items in rooms of patients with visual impairment; initiative to be accomplished depending on the development of a process to identify the rooms of patients with visual impairment.	Patient Support Services	Physical

Standard: Built Environment

Initiative	Accountability	Barrier Addressed
Review and renew signage for updated or renovated locations at all the sites to improve wayfinding	Redevelopment	Physical
Standardize naming convention for elevators across all sites, change wording and signage, communicate changes throughout the organization	Capital Planning & Redevelopment	Communication
Paint 3–4-inch yellow strips at parking garages for all stairs to show the elevation of each step, improving foot traffic and accessibility	Parking and Grounds Maintenance	Physical
THP hopes to designate an area off-campus as a "service animal relief area". Subsequently, maps and communications will be shared across the organization to raise awareness and provide information to individuals that may need access to the area	Facilities and Redevelopment/ Communications & Public Affairs	Physical
THP continues to conduct annual maintenance activities in parking garages, pathways, handrails, and all outdoor spaces to maintain accessibility for all	Parking and Grounds Maintenance	Physical
Conduct internal reviews of parking garage elevators at CVH and identify next steps to enhance accessibility in the next 5 years.	Parking and Grounds Maintenance	Physical
Conduct internal reviews to assess the possibility of performing regular checks on devices like accessibility buttons on parking garage doors at M-site, CVH, and QHC in the next 5 years.	Facilities and Redevelopment	Physical

Repair curb-down at the CVH parking garage accessible elevator entry/exit to support accessibility for individuals needing to access the crosswalk within the next 1 year.	Parking and Grounds Maintenance	Physical

4.0 For More Information

For more information on the Accessibility Plan, please contact Communications and Public Affairs at public.affairs@thp.ca.

4.1   Feedback

We welcome feedback from our patients, families and visitors. Please contact the Patient Relations Department with questions, concerns, compliments or suggestions:

905-848-7164

Email address: Patient.Relations@thp.ca

4.2   Formats for this Document

Standard and accessible formats of this document are available upon request. Please contact Communications & Public Affairs at public.affairs@thp.ca.