



SINAI HEALTH

Multi-Year Accessibility Plan (2017-2022)

1. Sinai Health

Sinai Health was formed in January, 2015 through the amalgamation of Mount Sinai Hospital and Hennick Bridgepoint Hospital (formerly Bridgepoint Active Healthcare). This occurred following a strategic planning process which identified that both Hospital's shared a common commitment to build a more integrated health system across the continuum, focusing on the comprehensive needs of people.

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 website: www.sinaihealth.ca

2. Aims & Objective of the Sinai Health Accessibility Plan and Next Steps

The multi-year accessibility plan has 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 has actively worked on removing barriers for people with disabilities who access Sinai Health's programs, services and facilities.

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

An accessible Sinai Health 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
- Persons with disabilities who are employed or volunteer, or wish to be employed or volunteer at Sinai Health, are able to participate fully in the Sinai Health employee environment
- Persons with disabilities are able to physically access the space, inside and outside, of Sinai Health
- All persons are able to provide feedback to Sinai Health on their experience and concerns related to issues of accessibility.

The 2017-2022 accessibility plan was based on input from Sinai Health 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

Next Steps: Looking Forward

As this multi-year accessibility plan (2017-2022) draws to a close, section 5 outlines Sinai Health's progress in advancing accessibility over the past five years. Sinai Health is actively in the process of establishing a renewed multi-year accessibility plan through the broad engagement of disability experts,

partner organizations focusing on improving accessibility and persons living with disabilities, including patients, caregivers & families, staff, physicians and volunteers.

According to the Health Care Standards Development Committee at the Government of Ontario, "Access to equitable health care means that all individuals have access to affordable, high-quality, accessible, linguistically and culturally appropriate care in a timely manner."

Sinai Health will integrate an equity, diversity and intersectional lens in the work of renewing the multi-year accessibility plan as we strive to go beyond the compliance requirements of the AODA (2005) and adopt best practices. Sinai Health recognizes that persons living with disabilities are diverse, representing all ages, ethnicities, creeds, races, gender identities and gender expressions, sexual orientation, financial, family, marital status, linguistic and cultural communities. Sinai Health will apply an intersectional equity lens in renewing the multi-year accessibility plan, considering the impact of accessibility barriers and proposed actions on persons living with disabilities who may experience additional barriers based on gender, race, ethnicity, language and other aspects of their intersecting identities.

Sinai Health's renewed multi-year accessibility plan will be posted online for public access in the 4th quarter (January-March) of fiscal 2022/2023.

3. The Accessibility Committee

Sinai Health's Accessibility Committee includes broad membership with representation of patient and family advisors with lived experience living with disabilities, employees and volunteer services at all levels across Sinai Health. The committee also 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 also receives input from various sources to inform the activities, including:

- Feedback through patient relations
- Targeted feedback from patients, caregivers, families and staff
- Patient and Family Advisory Council
- Diversity, Inclusion and Belonging Department
- Recruitment accessibility number
- Monitoring Social Media including Twitter
- Risk Management
- Security
- Access.msh@sinaihealth.ca

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

- Sinai Health’s commitment to harmonization and integration across the Sinai System resulting in a transparent and standard process across the System
- Review of current processes and commitment to refresh processes to meet and exceed 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 utilizes a broad engagement strategy to inform the work of the Accessibility Committee. The strategy includes:

- Collection and analysis of themes from Patient Relations, the engagement of patients/families, visitors and staff who identify as living with a disability (i.e. experiential review of physical space)
- Partnership/Shared Leadership on Accessibility Committee with intentional recruitment of patients/families, visitors and staff with identified disabilities
- Establishment of the Patient and Family Advisory Council and focus groups with patients and caregivers with lived experience
- The Accessibility Committee at Sinai Health will be conducting an accessibility workshop to identify change ideas, best practices and priorities that will be incorporated in the renewal of Sinai Health’s multi-year accessibility plan that aims to go beyond the compliance requirements of the AODA (2005). An equity, diversity and intersectional lens will be incorporated in all discussions in the work of renewing Sinai Health’s multi-year accessibility plan.

5. 2017-2022 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 Sinai Health</p>	<ul style="list-style-type: none"> Review current policies at main campuses Refresh to create harmonized policies for Sinai Health Implement harmonized policies across Sinai Health Publish policies in central location Annual Review 	Accessibility Committee	Completion by March 2023.
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 Sourcing & Procurement to ensure that accessibility continues to be considered. Procurement to work with business stakeholders to ensure accessibility requirements and AODA terms and conditions are built into procurement documents. Validate inclusion of AODA language in purchase order terms and conditions. Facilitate the inclusion of accessibility requirements in the procurement of self-service kiosk. 	Sinai Health Sourcing & Procurement Team	To be completed in Q4 2022/2023 (March 2023)

Requirement	Plan	Responsibility	Status at Annual Review
<p>Training Sinai Health is committed to ensuring all staff, volunteers and people who provide goods and services on behalf of Sinai Health 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 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 ▪ 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> Accessibility Committee, Organizational Development & Diversity and Wellness</p> <p><u>Orientation</u> Human Resources</p> <p><u>Third Party Vendors</u> 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>	Complete

Requirement	Plan	Responsibility	Status at Annual Review
<p>Information and Communication</p> <p>Feedback</p> <p>Sinai Health 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"> 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>Communications Patient Relations Office Director of Volunteer and Interpreter Services</p>	<p>Complete</p>
Requirement	Plan	Responsibility	Status at Annual Review
<p>Accessible Websites and Web Content</p> <p>The Integrated Accessibility Standard requires that Sinai Health websites meet criteria for accessibility.</p>	<ul style="list-style-type: none"> We have procured Siteimprove, a cloud-based, digital presence optimization (DPO) software to help us measure accessibility standards we have reached an average of 90 per cent compliance across our websites, measured using Siteimprove’s web accessibility tools at Level AA we have put accessibility guidelines and checklists in place to advise our web-based projects we have invested in training for our people on accessibility best practices and regulations our website transformation project will allow us to launch a modern, accessible Sinai Health website in 2023 	<p>Accessibility Committee, Communications and Information Technology</p>	<p>In process.</p> <p>Extension Granted by the Ministry of Seniors and Accessibility.</p> <p>Updated accessible website and web content to be launched in 2023.</p>

Requirement	Plan	Responsibility	Status at Annual Review
<p>Employment The Employment Standard sets out accessibility requirements that Sinai Health must follow to support the recruitment, accommodation and preparation of individual emergency response information for persons with disabilities. Sinai Health is committed to providing employment environment that ensures people with disabilities are able to participate fully as applicants and employees of Sinai Health.</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 Continue with workforce census (including the experience of people with disabilities) 	Human Resources	Complete HR will continue to conduct regular reviews of policies going forward
Requirement	Plan	Responsibility	Status at Annual Review
<p>Design of Public Spaces The Design of Public Spaces requires that Sinai Health 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</p>	<ul style="list-style-type: none"> Ensure alignment of work between Redevelopment and 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) 	Accessibility Committee, RPO Patient Relations Office	Ongoing through redevelopment process

<p>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 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 	<ul style="list-style-type: none"> Review and confirm accessibility of current areas including the parking garage and areas listed in 1.0 Operational impact committee will review temporary changes regarding space with AODA lens 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 Explore external resources and secure funding for necessary renovations (i.e. Accessible Door Openers, Curb Cuts, etc.) 		
<p>Accessibility Workshop</p> <ul style="list-style-type: none"> Through the Conduct of an Accessibility Workshop, Sinai Health will renew the Multi-Year Accessibility Plan 	<ul style="list-style-type: none"> Sinai Health to host an Accessibility workshop to identify change ideas, best practices and priorities, that will be incorporated in the renewal of Sinai Health’s multi-year accessibility plan that aims to go beyond the compliance requirements of the AODA (2005) Led by the accessibility 	<p>Accessibility Committee</p>	<p>Q4 2022-2023 (January-March 2023)</p>

	<p>committee, participants will include accessibility experts, partner organizations focusing on improving accessibility and persons living with disabilities, including patients, caregivers & families, staff, physicians and volunteers. Human Factors Engineers and Leadership from various areas of the hospital will also participate.</p>		
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6. Review and Monitoring Process

The 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.

Sinai Health has worked to create an accessible and inclusive workplace environment and health care setting for everyone. Sinai Health has made progress in being accessible and continue to work towards removing barriers. Sinai Health will continue our efforts through our 2022-2025 multi-year accessibility plan to reach and exceed the accessibility standards set out within the province of Ontario.

7. Communication of the Plan

The Sinai Health 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.