

# CHEO



**2019-2024  
Accessibility Plan**

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## **2019-2024 Accessibility Plan**

### **CHEO commitment to accessibility**

In keeping with its values, CHEO is committed to meeting the accessibility needs of persons with disabilities in a timely manner that respects their dignity and independence. We embrace a broad definition of disability which includes those that may not be visible or apparent. CHEO will strive to provide children, youth, families, staff, physicians, volunteers and members of the community with barrier-free access to its facilities, policies, programs, practices and services. CHEO will continue to foster and endorse attitudes and behaviours that eliminate barriers for persons with disabilities.

### **About CHEO's Accessibility Plan**

The Accessibility for Ontarians with Disabilities Act (AODA) requires all public institutions to put into motion several specific initiatives that will result in greater accessibility in the province of Ontario by 2025.

CHEO's accessibility plan demonstrates its commitment to work in partnership with all stakeholders, including patients and families with a range of accessibility needs, to meet the minimum standard specified as AODA requirements by 2025, and to bring an accessibility lens to the entire organization with the goal of ensuring that we can provide "the best life" to all children. It is recognized that achieving accessibility and/or eliminating barriers for all children may require efforts beyond those specified in the AODA legislation. This Accessibility Plan is a living document which will evolve as the organization continues to identify and eliminate barriers to equal accessibility.

The aim of this plan is to help us achieve our vision of making CHEO fully accessible to all individuals who receive care, work in or visit its facilities.

### **About CHEO**

Dedicated to helping children and youth live their best lives, CHEO is a global leader in pediatric health care and research. Based in Ottawa, CHEO includes a hospital, children's treatment centre, school and research institute, with satellite services located throughout Eastern Ontario. CHEO provides excellence in complex pediatric care, research and education. We are committed to partnering with families and the community to provide exceptional care —

where, when and how it's needed. CHEO is a founding member of Kids Health Alliance, a network of partners working to create a high quality, standardized and coordinated approach to pediatric health care that is centred around children, youth and their families. Every year, CHEO helps more than 500,000 children and youth from Eastern Ontario, western Quebec, Nunavut and Northern Ontario. For additional information about CHEO and its activities, please see our most recent [annual report](#) on our website.

CHEO's main facility is at 401 Smyth Road. It consists of the original building that was built more than 40 years ago, as well as two new wings that have been added on. In addition, CHEO includes locations across the region. The new facilities provide a higher standard of accessibility. We also lease numerous satellite locations across the region. As our organization evolves and grows we are committed to working toward optimizing accessibility for staff and the children, youth and families we serve.

### **CHEO Accessibility Committee**

The role of the Accessibility Committee is to support CHEO in establishing and working towards a vision for a fully accessible organization. We not only ensure at CHEO is to help ensure that the organization complies with the Accessibility for Ontarians with Disabilities Act (AODA) and its standards (Integrated Accessibility Standards Regulation – IASR) but also make recommendations to help the organization move beyond the standards to provide the best life for patients, families and staff. By identifying, advising and facilitating the removal of barriers, the Accessibility Committee strives to foster a barrier-free and inclusive environment for all.

The Accessibility Committee is responsible for:

- Providing leadership in addressing accessibility initiatives
- Participating in Master Planning for new developments and redesigned spaces at CHEO
- Building and maintaining the accessibility work plan
- Developing and updating policy related to accessibility
- Identifying accessibility barriers, reviewing leading practices related to accessibility, and bringing improvement ideas forward to the Executive Team
- Raising awareness of accessibility requirements, initiatives and issues
- Ensuring children, youth and families are engaged in CHEO's efforts to improve accessibility
- Reporting on CHEO's compliance with the current legislation

**Monitoring and review:** The CHEO Accessibility Committee meets three times per year with ad hoc meetings called as needed to review and exchange reports on the progress made on the accessibility work plan. The Committee also provides regular updates to the Executive Team through its Executive sponsor.

**Improvements to Accessibility:** The Accessibility Committee actively seeks opportunities for improvement. To ensure we respond to concerns raised by patients, families and staff, we have created a process for tracking, responding to, and working to address accessibility issues raised by clients, families and staff. Over the past three years, the committee has been involved in successfully advocating for the installment of several automatic door openers and has worked with CHEO partners to identify areas for improvement in the provision of services to those requiring a sign language interpreter. The Parking and Security department has worked to add access aisles to Public Lot A , reviewed and improved spaces by the school, and added two additional accessible spaces in staff lot D. The Accessibility Committee will continue to log improvement requests, advocate, and work with partners at CHEO to go beyond the minimum requirements of the AODA.

The Accessibility Committee values engaging the children, youth and families we care for, so our youth advisor and family advisor are key members of the committee. The Accessibility Committee also includes leaders or representatives from the following teams:

- Organizational Development and Learning
- Human Resources
- Communications and Public Relations
- Facilities Management
- Telecommunications
- Patient Experience Team
- Professional Practice Leader (PPL)
- Occupational Health
- Nursing
- Medical Staff
- Development and Rehabilitation
- One off-site location

To contact the committee about this plan or about accessibility issues at CHEO, please e-mail the Patient Experience Team at: [kouri@cheo.on.ca](mailto:kouri@cheo.on.ca)

## Accessibility Workplan

A number of documents and policies were created to address Accessibility issues at CHEO. These are referenced throughout the 2019-2024 Accessibility Workplan and can be found in the appendix at the end of this document.

### Accessibility Workplan: Addressing the AODA Customer Service Standard

Reference: <https://www.ontario.ca/laws/regulation/r07429>

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/Last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
1	Establishment of Policies & Procedures (AODA, 2005, O. Reg. 429/07, s. 3)	31-Dec-13	<b>Relevant policy updated and available upon request:</b> <ul style="list-style-type: none"> <li>• Customer Service: Providing Services to People with Disabilities (policy 218)</li> <li>• Service Animals (policy 219)</li> </ul>	Compliant	2019	Accessibility Committee Chair - All	Policies to be reviewed/ revised to reflect amalgamated organization.
2	Use of Service Animals and Support Persons (AODA, 2005, O. Reg. 429/07, s. 4)	31-Dec-13	<b>Relevant policy updated and available upon request:</b> <ul style="list-style-type: none"> <li>• Service Animals (policy 219)</li> </ul>	Compliant	2019	Manager, Patient Experience	Annually review definition of service animal to be aware of inclusion of animals other than dogs.
3	Notice of Temporary Disruptions (AODA, 2005, O. Reg. 429/07, s. 5)	31-Dec-13	<b>Overall accessibility policy posted on the website addresses:</b> <ul style="list-style-type: none"> <li>• notices of temporary disruption</li> </ul>	Compliant	2019	Director, Facilities , Capital Planning and Strategic Sourcing  Manager, Patient Experience	

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/Last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
4	Feedback Process for providers of goods or services (AODA, 2005, O. Reg. 429/07, s. 7)	31-Dec-13	<b>Overall accessibility policy posted on the website addresses:</b> <ul style="list-style-type: none"> <li>• feedback process</li> </ul>	Compliant	2019	Director, Facilities , Capital Planning and Strategic Sourcing  Manager, Patient Experience  Chief Communications Officer	We will ensure the accessibility policy information is on the new updated website. We will ensure that there is contact information on the new website and instructions for forwarding issues – i.e. a single contact or targeted contacts for specific issues as appropriate.
5	Notice of Availability of documents (AODA, 2005, O. Reg. 429/07, s. 8)	31-Dec-13	<b>Overall accessibility policy posted on the website addresses:</b> <ul style="list-style-type: none"> <li>• notice of availability of documents upon request in different formats</li> </ul>	Compliant	2019	Manager, Patient Experience  Chief Communications Officer	We will ensure the accessibility policy information is on the new updated website
6	Format of documents (AODA, 2005, O. Reg. 429/07, s. 9)	31-Dec-13	<b>Overall accessibility policy posted on the website addresses:</b> <ul style="list-style-type: none"> <li>• notice of availability of documents upon request in different formats.</li> </ul> <p>Guide to providing accessible customer service available for staff on intranet.</p> <p>Information sheet on services for people with disabilities available on website.</p>	Compliant		Manager, Patient Experience	
7	Training for staff, etc. (AODA, 2005, O. Reg. 429/07, s. 6)	Jan 1 2014	All staff, volunteers and physicians trained on Accessible Customer Service Standards legislation (2009).  New staff receive Customer Service Standards training in Orientation. This training is also provided to volunteers along with the guidebook.	Compliant	2019	Director, Organizational Development and Learning	Training to be updated for amalgamated organization in 2019. Print version of CHEO's Guide for Accessible Customer Service to be updated to reflect the amalgamated organization.

## Accessibility Workplan: Addressing the AODA Integrated Accessibility Standards Regulation (IASR)

### Part I - General Integrated Standards

Reference: <https://www.ontario.ca/laws/regulation/110191>

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/Last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
8	Establishment of Accessibility Policies (AODA, 2005, O. Reg. 191/11, s. 3)	Dec 31 <sup>st</sup> , 2013	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)  Policy: Customer Service: Providing Services to People with Disabilities (policy 218)	Compliant	2019	Accessibility Committee Chair - All	Policies to be reviewed to reflect amalgamated organization.
9	Accessibility Plans (AODA, 2005, O. Reg. 191/11, s. 4)	Dec 31 <sup>st</sup> , 2013	AODA requirements reviewed to establish workplan for the 2019-2024 timeframe.  Updated plan posted on CHEO website in Nov 2018.	2018/11 Compliant - update In Progress	Review annually and update plan in 2023	Accessibility Committee Chair - All	Communicate new plan  Annually review to monitor status and completion related to upcoming tasks.
10	Procuring or acquiring goods, services, or facilities (AODA, 2005, O. Reg. 191/11, s. 5)	Dec 31 <sup>st</sup> , 2013	Procurement policy 173 was reviewed and replaced by: Procurement - Equipment, Supplies and Services (no 306). It addresses accessibility issues in Section 2.8. It is being updated to reflect the amalgamated organization.	Compliant - update in progress	2019	Director, Facilities, Capital Planning and Strategic Sourcing	review to be approved by executive and board in early 2019
11	Self-service kiosks (AODA, 2005, O. Reg. 191/11, s. 6)	Dec 31 <sup>st</sup> , 2013	Self-service kiosks are addressed in the Accessibility policy, which is posted on Internal and external websites.	Compliant		Director, Facilities, Capital Planning and Strategic Sourcing  Chief Communications Officer	
12	Training (AODA, 2005, O. Reg. 191/11, s. 7)	Dec 31 <sup>st</sup> , 2013	Training on IASR content: IASR training content was added to Orientation Customer service Standard content for dissemination to all staff and ongoing Orientation Training for new hires.  eLearning module updated for all staff in 2016.	Compliant	2019	Director, Organizational Development and Learning	Training to be updated for amalgamated organization in 2019.



## Part II- Information & Communication Standards

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
13	Feedback (AODA, 2005, O. Reg. 191/11, s. 11)	Jan 1 2014	Feedback is accepted in whatever format family wishes (correspondence, phone, email, in person). Disabilities are accommodated by working with family to ensure communication can occur (e.g. Sign language interpreters, communicating by email, accommodating need for support persons to be present) CHEO surveys are sent in electronic form, and introduction now includes a statement informing survey participants of the availability of an accessible format upon request.	Compliant		Manager, Patient Experience	
14	Accessible formats and communication supports (AODA, 2005, O. Reg. 191/11, s. 12)	Jan 1 2015	Overall accessibility policy and customer service policy state that information will be made available in accessible format to public upon request.	Compliant		Manager Patient Experience Chief Communications Officer	Ensure this is integrated in website development
15	Emergency procedure, plans or public safety information (AODA, 2005, O. Reg. 191/11, s. 13)	Dec 31 <sup>st</sup> 2013	Emergency information sheet has been developed for the public.	Compliant	2019	Emergency Preparedness Coordinator Manager, Occupational Safety	Ensure this is integrated in website development
16	Accessible websites and web content (AODA, 2005, O. Reg. 191/11, s. 14)	Jan 1. 2021	Our external website was created before 2012, therefore we are compliant. Our new intranet was launched in Feb 2014 and is compliant with AODA We will be level AA compliant by December 2020	In Progress		Chief Communications Officer	

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
17	Educational and training resources and materials, etc (AODA 2001 O.Reg 191/11 s.15)	Dec 31 <sup>st</sup> 2014	The following options are or can be made available: *Course materials in large print format *PDF versions of most eLearning workshops *Voice over narration for some e-learning modules *Ability to accommodate for increased visibility requirements in classroom training.	Compliant		Director, Organizational Development and Learning	Ongoing work required as new materials are created.
18	Training to educators (AODA 2001 O.Reg 191/11 s.16)	Dec 31 <sup>st</sup> 2014	Resources for Educators posted on CHEOnet	Compliant	2019	Director, Organizational Development and Learning	Promotion of resources to CHEO educators
19	Libraries of educational and training institutions (AODA 2001 O.Reg 191/11 s.18)	Jan 1 2015	Requests for accessible material by staff, children, youth and families are addressed on a case by case basis to provide the most appropriate alternative.  Commitment and actions to provide accessible materials are outlined in the following:  CHEO Library Internal Policy : Accessibility	Compliant		Manager - Library Services	

### Part III - Employment Standards

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
20	Recruitment General (AODA, 2005, O. Reg. 191/11, s. 22)	Jan 1 2014	Recruitment/Selection policy reviewed and updated with accessibility clause.  Communicated by adding section to all job postings that staff can request information in a required accessible format	Compliant		Director, Human Resources	
21	Recruitment, assessment or selection process (AODA, 2005, O. Reg. 191/11, s. 23)		Addressed in Recruitment/Selection policy and this information is included in the job postings	Compliant		Director, Human Resources	
22	Notice to successful applicants (AODA, 2005, O. Reg. 191/11, s.24)		Addressed in the Recruitment/Selection policy and letter of offer, which includes information on CHEO's commitment and how to find further information on the website	Compliant		Director, Human Resources	
23	Informing Employees of Supports (AODA, 2005, O. Reg. 191/11, s. 25)	Jan 1 2014	Employee accessibility supports addressed in Accessibility Policy, Recruitment and Selection Policy and OHS Health and Safety policy as well as in their Initial Health Review, and letter of offer.  These inform employees to identify needs to OHS who can then work with manager and/or HR as appropriate to develop individualized plan	Compliant		Director, Human Resources  Manager, Occupational Health	
24	Accessible formats and communication supports for employees (AODA, 2005, O. Reg. 191/11, s. 26)	Jan 1 2014	Individual requests are addressed as needed on a case by case basis to provide the requested information in the most appropriate format.	Compliant		Director, Human Resources  Chief Communications Officer	

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
25	Workplace emergency response information (AODA, 2005, O. Reg. 191/11, s. 27)	Jan 1 2014	<p>Accessibility Policy on website informs staff with disabilities to communicate their needs to OHS so individualized plans can be developed as required.</p> <p>Emergency Preparedness (EP) manual available on CHEOnet, and staff may request any information in a more accessible format, if needed.</p> <p>Workplace emergency response information and staff responsibilities addressed in CHEO Accessibility policy – information available in desired format upon request</p>	Compliant		<p>Manager, Occupational Health</p> <p>Manager, Occupational Safety</p> <p>Emergency Preparedness Coordinator</p>	
26	Documented individual accommodation plans (AODA, 2005, O. Reg. 191/11 s.28)	Jan 1 2014	OHS policy (Early and Safe Return to Work Accommodation Policy (095) updated with accessibility clause in health and safety program. Accommodation plan developed case by case.	Compliant		<p>Manager, Occupational Health</p> <p>Director, Human Resources</p>	
27	Return to work process (AODA, 2005, O. Reg. 191/11, s. 29)	Jan 1 2014	<p>Policy in place for employees to return to work</p> <p>Early and Safe Return to Work Accommodation Policy (095)</p>	Compliant		<p>Manager, Occupational Health</p> <p>Director, Human Resources</p>	
28	Performance Management (AODA, 2005, O. Reg. 191/11, s.30)	Jan 1 2014	Commitment to develop accommodation plan on a case by case basis as needed.	Compliant		Director, Human Resources	
29	Career development and advancement (AODA, 2005, O. Reg. 191/11, s. 31)	Jan 1 2014	Commitment by HR and OHS to work collaboratively on a case by case basis as per our duty to accommodate.	Compliant		Director, Human Resources	
30	Redeployment (AODA, 2005, O. Reg. 191/11, s. 32)	Jan 1 2014	Early and Safe Return to Work Accommodation Policy updated with accessibility clause in health and safety program.	Compliant		<p>Manager, Occupational Health</p> <p>Director, Human Resources</p>	

## Part IV – Transportation Standard

	Regulation Section	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
31	Public sector organizations – requirement for accessible vehicles (AODA, 2005, O. Reg. 191/11, s. 76)	Dec 31 2013	Our Accessibility Policy describes CHEO’s policy on accessible transportation - Vans are used for YouthNet and Healthy Active Living outdoor trips – while they are not wheel chair accessible, special arrangements are made upon request.	Compliant		Director, Facilities, Capital Planning and Strategic Sourcing	

## Part V – Built Environment

	Regulation Section (see also AODA, 2005, O. Reg. 191/11, s. 80.1,- 80.17)	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
32	Outdoor public use eating areas, <ul style="list-style-type: none"> <li>• Application</li> <li>• General requirements</li> </ul> (AODA, 2005, O. Reg. 191/11, s. 80.16,- 80.17;; O. Reg. 413/12 s. 6)	Jan 1 2016	Committment to accessibility in redesign or new construction	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing	Invesitgate outdoor eating setup and egress from cafeteria
33	Outdoor play spaces requirements (AODA, 2005, O. Reg. 191/11, s. 80.18-80.20, O. Reg. 413/12 s. 6)	Jan 1 2016	Committment to accessibility in redesign or new construction	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing	

	Regulation Section (see also AODA, 2005, O. Reg. 191/11, s. 80.1,- 80.17)	Compliance Deadline	Compliance Action at CHEO	Status/last updated	Next Review Date (if required or N/A)	Responsible Lead/Team	Upcoming related tasks (High Level)
34	Exterior paths of travel, <ul style="list-style-type: none"> <li>• Application</li> <li>• General</li> <li>• Technical</li> <li>• Ramps</li> <li>• Stairs</li> <li>• Curb ramps</li> <li>• Depressed curbs</li> <li>• Rest areas</li> </ul> (AODA, 2005, O. Reg. 191/11, s. 80.21-80.29, O. Reg. 413/12 s. 6)	Jan 1 2016	Any new path or majorly redeveloped path should meet accessibility standards. Does not apply to anything built for recreational experience or regulated by Ontario's building code.	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing	
35	Accessible parking <ul style="list-style-type: none"> <li>• Application, off-street parking</li> <li>• Access aisles</li> <li>• Minimum number and type of accessible parking spaces</li> <li>• Signage</li> <li>• On-street parking spaces</li> </ul> (AODA, 2005, O. Reg. 191/11, s. 80.32-80.39, O. Reg 413/12 s.6)	Jan 1 2016	CHEO exceeds current legal standards. All new or majorly renovated parking areas should be made accessible	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing  Manager, Security and Parking	As part of the overall parking portfolio review we will be looking at options in Lot E and Lot B, tbd Spring 2019
36	Obtaining Services: <ul style="list-style-type: none"> <li>• Application</li> <li>• Service Counters</li> <li>• Fixed Queuing guidelines</li> <li>• Waiting areas</li> </ul> (AODA, 2005, O. Reg. 191/11, s. 80.40-80.43, O. Reg. 413/12 s. 6)	Jan 1 2016	All new service counters, queuing areas and waiting rooms will be made accessible	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing	
37	Maintenance of accessible elements (AODA, 2005, O. Reg. 191/11, s. 80.44, O. Reg. 413/12 s. 6)	Jan 1 2016	All accessible parts of public spaces will/should be maintained	Compliant	Ongoing commitment	Director, Facilities, Capital Planning and Strategic Sourcing	

## Communication of Accessibility Plan

CHEO makes its Accessibility Plan available to employees, medical staff and the community. CHEO also looks for opportunities to further inform patients, families and staff of major changes, as they arise. CHEO's communication of its accessibility plan will include:

### Internal Audience

- Informing all leaders and managers within the organization of the availability of the most recent Accessibility Plan;
- Posting the Accessibility Plan on CHEO's intranet site, which enables all employees and medical staff to consult or refer to the plan;
- Providing training and awareness about the plan and CHEO's commitment to accessibility, including articles, reminders and updates via CHEO's internal newsletter and websites.

### External Audience

- Posting of the most recent plan on the CHEO web site, to ensure that patients, families and the community at large have access to the plan;
- Promoting the availability of the Patient/Family Representative to express concerns or provide feedback on issues of accessibility;
- Publishing information in *Families First*, a newsletter for patients and families, which would include links to the plan or information on how to obtain copies.

### Feedback

As we move forward, we want to continually ask "How can we be better?" CHEO recognizes the importance of obtaining feedback from patients and families on ways in which the hospital can continue to render itself accessible. The Patient and Family Representative can be reached at 613-737-7600 ext. 3078 or by email at [kouri@cheo.on.ca](mailto:kouri@cheo.on.ca).

## Appendix

### **CHEO Accessibility-related Policies and Resources**

- Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225)
- CHEO Library Internal Policy : Accessibility
- Customer Service: Providing Services to People with Disabilities (Policy No. 218)
- Early and safe return to work accommodation (Policy No. 095)
- Emergency information sheet (for the general public)
- Emergency Management Program (Policy No. 226)
- Emergency Preparedness Manual (Available internally on CHEOnet)
- Guide to providing accessible customer service (internal webpage)
- Health and Safety Policy Statement (Policy No. 300)
- Initial Health Review (Policy No 94)
- Parking (Policy No. 313)
- Procurement - Equipment, Supplies and Services (Policy No. 306)
- Recruitment and Selection at CHEO-OCTC (Policy No. 303)
- Service Animals (does not apply to Pet Therapy Animals) (Policy No 219)