



# **ANNUAL ACCESSIBILITY PLAN**

**for**

**WILLIAM OSLER HEALTH  
CENTRE**

**2008 – 2009**

**Prepared by the Accessibility Planning Task Force**

This publication is available on the William Osler Health Centre Web site  
[www.williamoslerhc.on.ca](http://www.williamoslerhc.on.ca)

**Table of Contents**

1.0 Introduction .....3  
2.0 Objectives .....4  
3.0 Description of William Osler Health Centre .....5  
4.0 Accessibility Planning Task Force .....7  
5.0 William Osler Health Centre Commitment to  
Accessibility Planning .....8  
6.0 Recent Barrier Removal Initiatives .....8  
7.0 Barrier Identification Methodologies .....9  
8.0 Action Plan for 2008 – 2009 ..... 10  
9.0 Review and Monitoring Process ..... 11  
10.0 Communication of the Plan..... 11

### 1.0 Introduction

The ***Ontarians with Disabilities Act, 2001 (ODA)*** was developed to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end the ODA has mandated all hospitals to prepare an annual accessibility plan.

On June 13, 2005 the Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005) was put into law.

This is the sixth year plan (2008 – 2009) prepared by the Accessibility Planning Task Force of William Osler Health Centre.

This plan describes the barrier removal measures taken in the past and the measures to be taken during 2008 – 2009 to identify, remove and prevent barriers to people with disabilities.

During the last several years a number of informal initiatives were undertaken to identify, remove and prevent barriers to people with disabilities. These are identified in Section 6.

In January 2008 the Accessibility Standards for Customer Service came into force and planning is underway to meet these requirements.

## **2.0 Objectives**

This plan:

1. Describes the processes William Osler Health Centre will use to identify, remove and prevent barriers to people with disabilities.
2. Identifies the progress William Osler Health Centre has made in the past to remove and prevent barriers to people with disabilities.
3. Lists the procedures that William Osler Health Centre will review in 2008 – 2009 to identify barriers to people with disabilities.
4. Describes the measures William Osler Health Centre will take in the coming year (2008 – 2009) to identify, remove and prevent barriers to people with disabilities.
5. Identifies how William Osler Health Centre will make this plan available to the public.

### **3.0 Description of William Osler Health Centre**

William Osler Health Centre has over 750 beds and a health care team of over 4,000 staff, 700 physicians and 900 volunteers. As a regional referral centre, Osler provides programs and services to nearly one million area residents. Our facilities offer acute and ancillary health care in the growing and diverse communities of Etobicoke and Brampton, Ontario, Canada. William Osler Health Centre has grown with the opening of the newest facility – the 1.3 million square foot Brampton Civic Hospital – on October 28, 2007. Major renovations to the Etobicoke General Hospital and redevelopment of the Peel Memorial Hospital (as a multipurpose health facility) are underway.

We offer a wide range of health services, with care provided by skilled health professionals working in multidisciplinary teams.

Osler's commitment to the community is to provide health care in a manner that puts patients and their families first. Through our facilities, our approach to client/patient service and commitment to quality care, we are committed to our value statement "*Here for you...caring for you*".

#### **Fast Facts: (based on WOHC 2007/08 volumes):**

- One of the largest community hospital groups in Ontario
- 143,000 emergency visits per year
- 271,000 ambulatory care visits annually
- More than 7,100 births per year (the largest obstetrical program in the province)
- 9,600 inpatient operating room procedures annually
- Approximately 34,000 day surgery procedures per year

**Locations and Contact Information**

**Etobicoke General Hospital**

101 Humber College Blvd.

Etobicoke, Ontario M9V 1R8

Main Phone: 416-494-2120

**Brampton Civic Hospital**

2100 Bovaird Drive East

Brampton, Ontario L6R 3J7

Main Phone: 905-494-2120

Administrative Services are located off-site at the Airport Road/Williams Parkway offices.

#### **4.0 Accessibility Planning Task Force**

The accessibility Planning Task Force was formed in November 2003 and is comprised of multidisciplinary staff and community members. Committee membership is voluntary.

The purpose of the Task Force is to ensure that William Osler Health Centre develops implements and regularly reviews the appropriate plans, systems and structures required to continually improve accessibility for patients, staff, physicians, volunteers and community members with disabilities and meets the requirements under the Ontarians with Disabilities Act, 2001.

Members of the Accessibility Planning Task Force:

<b>Member</b>	<b>Department</b>
Glen Trimble, Chair	Estate Management
Patti Bishop	Recorder
Debbie Cock	Infection Control, Risk Management
Adriana Lethbridge	Occupational Therapist
Mary Glover	Information Systems
Glenda Coupland	Human Resources
Eva Kimbell	Communications & Marketing
Harpal Kaur	Canadian National Institute for the Blind
Len Coupland	Community Member, Wheelchair User
Wendy Goss	City of Brampton, Accessibility Plan Coordinator
Roland Vermeesch	City of Brampton Accessibility Advisory Committee Member
Trixie Brown	Dialysis
Maureen Van Wart	Physiotherapy
Carrie-Lynn Martin	Occupational Therapy - Outpatient
Catharine Barker	Administration - EGH
Sangita Patel	Pharmacy - EGH
June Palmer	Chemistry
Teresa Cecchini	Occupational Therapy/Inpatient Mental Health-EGH
Dean Lising	Physiotherapy

## **5.0 William Osler Health Centre Commitment to Accessibility Planning**

William Osler Health Centre is committed to ensuring the hospital continually improves access to its facilities for all users.

## **6.0 Recent Barrier Removal Initiatives**

During the last year a number of informal initiatives were undertaken to identify, remove and prevent barriers to people with disabilities.

1. Automatic doors were installed in the Cash Office at BCH
2. An audit of BCH was conducted by this Committee and several recommendations were presented

**7.0 Barrier Identification Methodologies**

The Accessibility Planning Task Force used the following barrier identification methodologies:

<b>Methodology</b>	<b>Description</b>	<b>Status</b>
E- mail to Staff	Send survey to all Departments.	
Discussions with Patients	Members bring feedback from patients to the task force.	Ongoing
Brainstorming	Quarterly meetings of Team.	Ongoing
Management Presentations	Presented to each site.	Complete
Facility Tours	Team toured all sites and surveyed.	Complete
Community Newsletter	Osler Incorporated in 1998  William Osler Health Centre has two acute care sites - Etobicoke General Hospital located in the northwest corner of Metropolitan Toronto, and Brampton Civic Hospital - located at the corner of Bovaird Drive and Bramalea Rd in Brampton  Although we provide services through two hospital facilities our patients will experience one standard of care.	Newsletter as required
Communication Plan	Plan developed by Osler's Communications and Marketing Department.	Ongoing

**8.0 Action Plan for 2008 – 2009**

The Task Force has decided to concentrate on educating our staff and other hospital users on measures that can be taken to enable the fullest use of our facilities.

**All Sites**

<b>Barrier</b>	<b>Objective</b>	<b>Means to Remove/ Prevent</b>	<b>Performance Criteria</b>	<b>Timing/ Responsible Person</b>
Lack of knowledge and understanding of the experience of patients with disabilities	Provide information on accessibility issues	Develop Staff Brochure	Accessibility issues are forefront in operations.	May 2009 Glen Trimble Committee
Doors on key washrooms do not have automatic door openers BCH	To allow easy wheelchair access	Identify key washrooms and install auto door openers as funds available	All wheelchair users will have easy access	August 2009 Glen Trimble
Parking pay machines are too high for some wheelchair users	Lower height of machines to allow all wheelchair access	Remove raised pedestals on selected machines	All users will be able to access	August 2009 Glen Trimble Standard Parking
No accessible washroom in (ER) Fast Track EGH	Ensure washrooms are accessible for all users	Include accessible washroom in 2008 construction project	All users will have washroom access	September 2009 Glen Trimble
Implement action plan for incorporating Accessibility Standards for Customer Service	Provide accessible customer service	Develop policies, practices and processes to ensure compliance.	All users will be accommodated in all aspects of hospital operations	June 2009 Committee

## **9.0 Review and Monitoring Process**

The Accessibility Planning Task Force will meet quarterly to review our progress. Also utilize Osler Voice and Community Newsletter.

## **10.0 Communication of the Plan**

The approved plan will be communicated to staff, physicians, volunteers and the community by the following methods.

### **Internal Audiences**

- E-mail
- Osler Exchange Bulletin Board Postings
- Hospital Web Site
- OslerNet Intranet Site
- Osler Voice Staff Newsletter (monthly)
- Orientation
- Hard copies available through Estate Management Ext. 56425
- Print Media
- Staff forums, middle management/director meetings

### **External Audiences**

- Hospital Web Site
- Osler Voice Community Newsletter
- Hard copies available through Hospital Communications and Marketing Department
- Story for local newspapers about improvements.

William Osler Health Centre will also investigate alternative formats such as computer discs, large print, braille or tapes.