



William Osler
Health System

William Osler Health System (Osler)
2019 Accessibility Status Update

Table of Contents

| | |
|--|---|
| Message from the Co-Chairs of the Osler Accessibility Advisory Committee | 3 |
| Osler Statement of Commitment to Accessibility | 4 |
| Accessibility Achievements | 5 |
| AODA Compliance Achievements | 5 |
| Accessibility Achievements Beyond AODA Compliance..... | 6 |
| Contact Us..... | 8 |
| Resources..... | 9 |

Message from the Co-Chairs of the Osler Accessibility Advisory Committee

The William Osler Health System (Osler) is committed to creating an accessible organization by identifying, removing, and preventing barriers for all people with disabilities.

The *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Integrated Accessibility Standards Regulation (IASR)* require organizations to create a Multi-year Accessibility Plan. This 2019 Accessibility Status Update provides an annual update on how Osler has met our accessibility policy commitments as outlined in the current Multi-year Accessibility Plan. In addition, this Status Update also provides a progress report on Osler accessibility measures and goals outside of the AODA's legislative requirements.

Osler staff and the Accessibility Advisory Committee remain committed towards transforming Osler into a more accessible and inclusive organization, aligning with the Government of Ontario's goal of an accessible Ontario by 2025.

Parool Mehta
William Goursky
Co-Chairs, Osler Accessibility Advisory Committee

Osler Statement of Commitment to Accessibility

William Osler Health System (Osler) is committed to providing an accessible and inclusive environment for all patients, staff, family members, and others who work, volunteer, or partner with us. Osler is committed to ensuring equal access and participation for people with disabilities and to treating people with disabilities in a way that allows them to maintain their dignity and independence. Osler strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities and to ensuring equal access and participation for all.

Accessibility Achievements

AODA Compliance Achievements

The William Osler Health System (Osler) is compliant with all AODA requirements and deadlines prior to and including 2019, including filing accessibility compliance reports by required deadlines.

| AODA Requirement | Implementation Deadline | Osler Compliance Status |
|--|-------------------------|---|
| <ul style="list-style-type: none"> • Provide accessible customer service and provide customer service training for staff and volunteers to serve customers of all abilities and keep a written record of training • Create accessible ways for people to provide feedback | January 1, 2010 | Compliant |
| <ul style="list-style-type: none"> • Provide accessible transportation services | July 1, 2011 | Not Applicable – Osler does not manage or provide transportation services |
| <ul style="list-style-type: none"> • Provide accessible emergency and public safety information • Provide accessible emergency information to staff | January 1, 2012 | Compliant |
| <ul style="list-style-type: none"> • Create an accessibility policy and make the policy public • Create a multi-year accessibility plan to help Osler achieve its accessibility goals and make the plan public • Buy goods, services or facilities that are accessible to people with disabilities – where possible accessibility design, criteria and features are included in bid requirement documents and other methods of purchasing new goods, services or facilities for Osler • Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic | January 1, 2013 | Compliant |

| AODA Requirement | Implementation Deadline | Osler Compliance Status |
|--|-------------------------------------|-------------------------|
| terminals that people use to pay parking fees, validate tickets, or access information | | |
| <ul style="list-style-type: none"> • Make it easy for people with disabilities to provide feedback • Train all employees and volunteers on accessibility requirements that apply to their job duties and Osler policies and procedures • Ensure new websites or old websites being significantly updated are accessible • Make employment practices accessible, including how Osler hires, retains, and provides career development opportunities • Document processes for developing individual accommodation plans and return-to-work plans | January 1, 2014 | Compliant |
| <ul style="list-style-type: none"> • Make public information accessible when requested | January 1, 2015 | Compliant |
| <ul style="list-style-type: none"> • Make new or redeveloped public spaces accessible | January 1, 2016 | Compliant |
| <ul style="list-style-type: none"> • File accessibility reports based on stated deadlines in the AODA | December 31, 2013, 2015, 2017, 2019 | Compliant |

Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, Osler has also achieved a number of goals outside its legislative requirements. The following measures have increased accessibility and inclusion at Osler in 2019:

- Established a new email address that is monitored to address all accessibility requests and feedback (accessiblefeedbacksupport@williamoslerhs.ca)
- Ensured that the number of designated accessible parking spots is met or exceeded at each Osler facility
- Continue to participate actively at Osler on-site and community events to help raise awareness about Osler accessibility programs and services. Examples of events

include local community agency events, Diversity and Accessibility weeks, and Annual Diversity Days organized for staff, volunteers and physicians

- Involved staff in identifying accessibility barriers by inviting representatives to participate in Visioning sessions and providing ongoing opportunities to provide feedback
- Continue to establish and build linkages with community organizations and engage community in planning to increase accessibility and inclusion
- Established a Wayfinding Committee, led by members of the Accessibility Advisory Committee for Peel Memorial Centre development. Based on barriers and best practices identified, Osler have improved wayfinding signage and information and trained staff and volunteers to provide clear and effective wayfinding information
- Updated information and procedural kiosks to ensure accessibility
- Developed a fragrance-free policy and raised awareness with staff regarding establishing Osler as a fragrance-free organization
- Working with Ministry of Health and Infrastructure Ontario, Osler completed the design and construction of, and transition to, several new state-of-the-art accessible facilities (Peel Memorial Centre Phase 1 and Etobicoke General Hospital Patient Tower)

Communication of the 2019 Accessibility Status Update

As with Osler's Multi-year Accessibility Plan (MYAP), this Accessibility Status Update will be shared with Osler staff and the broader community. The 2019 Accessibility Status Update will be available on the Osler website at <http://www.williamoslerhs.ca/about-osler/care-quality-and-governance/accessibility-plan> and upon request from the Senior Manager, Diversity, Inclusion & Learning, who will make every effort to provide the document in alternate formats, if requested.

Contact Us

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Resources

William Osler Health System. *Multi-year Accessibility Plan. 2013-2018*.
<http://www.williamoslerhs.ca/about-osler/care-quality-and-governance/accessibility-plan>

Accessibility for Ontarians with Disabilities Act, 2005. Government of Ontario online laws.
<https://www.ontario.ca/laws/regulation/110191>