

Humber River Health – Integrated Accessibility Plan 2023-2028

Annual Status Report 2023

Date: July 10, 2023

This publication is available on the hospital's website and in an accessible format, upon request.

Introduction:

Humber River Health's 2023-2028 Multi-Year Accessibility Plan encompasses the requirements of the *Integrated Accessibility Standard Requirements (IASR)* developed under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. It outlines measures taken and future strategies to identify, remove and prevent barriers to access across the Hospital.

The Annual Status Report provides an update on the progress made in 2023 to meet the requirements of the AODA. Here is a summary of key accomplishments and ongoing projects to advance accessibility at HRH:

- Prepared a 2023-2028 Multi-Year Accessibility Plan in alignment with our 2023-2026 strategic objective to embrace equity, diversity, and inclusion in everything we do
- A Manager of Equity, Diversity and Inclusion was hired in March 2023 to support the organization in advancing equity, diversity and inclusion efforts
- All job postings, interview invitations and confirmations continue to reflect that accommodations are available upon request. In July 2023, HRH started the process of revising our statement of commitment of being an equal opportunity employer.
- HRH continues to mandate AODA training as part of our onboarding process. As of July 2023, 484 newly hired staff have successfully completed the training.
- Kiosks continue to aid patients in registering for their visit. New registration kiosks are in the design stages and expected to pilot in November 2023.
- HRH continues to provide interpretation services to optimize health care quality and comply with the Accessibility for Ontarians with Disabilities Act. Interpreter Services are available to patients with language barriers or the hearing-impaired. In March 2023, 40 Interpreter on Wheels (IOW) units were implemented to support patients and visitors. Interpreter on Wheels uses a webcam and Internet to deliver "virtual interpreting" services to non-English speaking patients including American Sign Language (ASL) and the top 34 languages in North America. The Interpreter on Wheels also provides Audio only interpreting for more than 200 languages 24/7.

- In March 2023, HRH conducted two Emergency Preparedness Mock Exercises to test the Emergency Code Procedures and to train/prepare staff if and when emergency situations occur.
- In May 2023, HRH launched a new Emergency Code Response Program: Atlas-Leading the Way™. This new program will increase situational awareness and improve overall response to emergency code situations. It does this by separating policies from procedures and providing all levels of staff immediate access to the Code information and role-specific Job Action Sheets (procedural checklists).
- Addition of two main floor washrooms at the Finch and Church Reactivation Care Centres. These renovations are expected to be completed by Fall 2023 and will have integrated design considerations around accessibility and compliance with the standards.