

Accessibility Policy

Title: Accessibility Policy

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1.0 Policy Statement

Baycrest is committed to providing respectful care that focuses on the unique needs of the individual. Providing equitable care that respects the dignity and independence of people with disabilities is a priority. Baycrest is committed to meeting the needs of people with disabilities in a timely manner and will continually strive to identify and remove all barriers that prevent people with disabilities from fully participating within our facilities, programs and services.

Baycrest is committed to giving people with disabilities the same opportunity to access its goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other Customers.

2.0 Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) sets out the goal of achieving accessibility by 2025. This goal will be achieved through the development and implementation of accessibility standards in five key areas: customer service, information and communications, employment, transportation and the built environment. Baycrest is committed to meeting the accessibility requirements under the AODA. This policy outlines the steps that Baycrest is taking to comply with the *Integrated Accessibility Standards Regulation* under the AODA.

2.1 Scope

This policy applies to Baycrest Centre for Geriatric Care, Baycrest Hospital, The Jewish Home for the Aged, The Baycrest Day Care Centre and The Baycrest Centre Foundation (collectively, “Baycrest”), together with any affiliates in Ontario.

2.2 Definitions

“Assistive Device” is a tool, technology or other mechanism that enables a person with a Disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community. Some examples of assistive devices include wheelchairs, walkers, hearing devices, speech generating devices, and personal data managers.

“Baycrest Personnel” mean Baycrest employees, physicians, medical and clinical staff, volunteers, students and contractors.

“Client” means a patient, resident, tenant or a member of a Baycrest facility or program identified above under the heading “Scope”.

“Customer” means a Client, visitor, family member of Client or any member of the public using goods or services provided by Baycrest.

“Disability” means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes

- mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

“Relay Services” are operator assisted telephone communications with a person who uses a TTY. [See Appendix 1.](#)

“Service Animal” is an animal for a person with a Disability,

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her Disability; or
- b) if the person provides a letter from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the Disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service animals include those used by people with autism, vision loss, hearing loss, mental health disabilities and physical disabilities.

“Support Person” is an individual hired or chosen to accompany a person with a Disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods and services. The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

“TTY” is a teletypewriter device that allows people with hearing disabilities to use telephone communication. [See Appendix 1.](#)

3.0 Procedure

3.1 Principles when providing goods and services

All goods and services provided by Baycrest will be provided in a manner that respects the dignity and independence of people with Disabilities. All goods and services provided by Baycrest to people with Disabilities will be integrated unless an alternate measure is necessary to enable a person with a Disability to obtain or benefit from the goods or services.

3.2 Communication

Baycrest Personnel will communicate with people with Disabilities in ways that take into account their Disability.

3.3 Telephone Services

Baycrest is committed to providing fully accessible telephone services to its Customers. Baycrest will offer to communicate with Customers by alternate means such as e-mail, TTY or Relay Services if telephone communication is not suitable to their communication needs or is not available. Refer to [Appendix 1](#) for information on TTY and Relay Services.

3.4 Assistive Devices

Baycrest is committed to serving Customers who use Assistive Devices to obtain, use or benefit from its goods and services. Customers have the right to use their own personal Assistive Devices while accessing the goods or services provided by Baycrest.

Baycrest Personnel will have knowledge of the Assistive Devices available at Baycrest and have access to Baycrest Personnel with knowledge of appropriate use of the device (refer to [Appendix 1](#) for the list of Baycrest contacts). The following Assistive Devices are available at Baycrest for Customers (refer to [Appendix 1](#) for additional information on Assistive Devices):

- Courtesy wheelchairs available at all main entrances for persons who require assistance with walking.
- Assistive listening devices (PockeTalkers) [Refer to Loaner PockeTalker Policy].
- Voice amplifiers and communication boards.
 - Amplifiers on all public telephones (pay phones, taxi phones and information phones).
 - TTY payphone located outside the hospital cafeteria.
 - Hospital Clients are provided with TV pillow speakers for improved access to TVs.
 - Common area televisions used throughout Baycrest are programmed to include closed captioning as the standard option.
 - Wellness Centre computers (audio output) have amplifying headphones.
 - The Anne & Louis Pritzker Wellness Library contains a range of written and audiovisual health-related materials as well as a large screen/font computer, closed captioning TV and a modified telephone to enable user-friendly access to health information.
 - Provision of sign language interpreters where necessary for effective communication in the delivery of medical care and service [Refer to Sign Language Interpreter Services Policy].
 - Client lifts (both portable and ceiling mounted) in Client rooms and throughout Client care areas.
 - Client information materials can be made available in “aphasia friendly” format (large font, pictures, etc.).
 - Baycrest Personnel use “supported conversation” techniques (pictures, written key words, etc.) to enhance communication.
 - Elevators in Baycrest Hospital and the Apotex have been modified so one car in each bank stops on all floors automatically as a Sabbath feature. This feature is also programmed on one hospital elevator each day for Customers who experience difficulty operating elevators.
 - Wheelchair accessible shuttle buses used throughout the campus grounds to connect buildings.

3.5 Service Animals

Baycrest is committed to welcoming Customers who are accompanied by a Service Animal on the parts of its premises that are open to the public and other third parties. A Service Animal is to be afforded access to all places the public is invited when accompanying their human partner. Service Animals are allowed in areas of a food premises (i.e. the hospital cafeteria and the W.A. Café) where food is served, sold or offered for sale, but are not permitted in areas where food is manufactured, processed, or prepared.

A Service Animal is not a pet; it is a working animal. All Baycrest Personnel:

- are not to separate or attempt to separate a Customer from his or her Service Animal without the owner’s consent;
- are not to touch a Service Animal or the person it assists, without permission;

- are not to feed a Service Animal as it may have specific dietary requirements or may become ill from unusual food or food at an unexpected time;
- are not to deliberately startle a Service Animal;
- are not to provide care for the Service Animal while performing their professional health related responsibilities. This care includes, but is not limited to feeding, toileting, exercising and interacting. Note: If Baycrest Personnel volunteer to assist the Customer to care for the Service Animal during their off duty hours, they do so at their own risk and liability. This excludes responsibilities that are delegated by their supervisor in emergency situations.

If any Baycrest Personnel or Customer sustains an injury from a Service Animal, a safety report must be completed detailing the name of the injured, circumstances, and nature of injury. For all incidents, a report must be made in the Safety Event Reporting System which is accessible on the Baycrest intranet. Employees with such injuries must report to the Occupational Health and Safety Department. All bites should be reported to Toronto Public Health (during business hours 8:30 a.m. to 4:30 p.m., Monday to Friday – to Toronto Public Health’s Health Connection line at 416-338-7600; after hours 416-690-2142).

3.6 Support Persons

Baycrest is committed to welcoming Customers who are accompanied by a Support Person. Any Customer who is accompanied by a Support Person will be allowed to enter Baycrest’s premises with his or her Support Person. At no time will a Customer who is accompanied by a Support Person be prevented from having access to his or her Support Person while on Baycrest’s premises.

Fees are not usually charged for Support Persons to accompany a Customer in a Baycrest program. Customers will be informed in advance, by a posted notice, if a fee will be charged.

Baycrest may require a person with a disability to be accompanied by a support person but only if, after consulting with the person with a disability and considering the available evidence, Baycrest determines that:

- (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others; and
- (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others.

If Baycrest requires a Customer to have a support person in order to attend a Baycrest program, Baycrest will waive payment of the fee, if any.

3.7 Notice of Temporary Disruption

Baycrest will provide Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with Disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

3.8 Training for Baycrest Personnel

Baycrest shall ensure that training is provided to (i) all Baycrest Personnel; (ii) every person who participates in developing Baycrest’s policies; and (iii) every other person who provides goods, services or facilities on behalf of Baycrest.

Training for new employees, including new members of the active medical staff, will be provided within the two weeks after they commence their duties.

Training for new volunteers will be provided before they commence their duties.

Training for contractors, students, and members of the medical staff who are not active medical staff will be provided as soon as practicable after the person is assigned his or her applicable duties.

Training will include the following:

- the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of

the *Integrated Accessibility Standards Regulation* (including the *Human Rights Code* as it relates to people with disabilities);

- how to interact and communicate with people with various types of Disabilities;
- how to interact with people with Disabilities who use an assistive device or require the assistance of a Service Animal or a Support Person;
- how to access an in-house resource on how to use the equipment or devices available on Baycrest's premises or otherwise provided by Baycrest that may help with the provision of goods or services to a person with a Disability;
- what to do if a person with a Disability is having difficulty in accessing Baycrest's goods and services; and
- Baycrest's policies, practices and procedures relating to the *Integrated Accessibility Standards Regulation* (including the *Customer Service Standards*).

Baycrest Personnel will be trained on policies, practices and procedures that affect the way goods and services are provided to people with Disabilities. Baycrest Personnel will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Training will be provided in a way that best suits the duties of Baycrest Personnel.

3.9 Feedback Process

The process for responding to feedback on how Baycrest provides goods or services to people with Disabilities is as follows.

Clients, the families and visitors of Clients and Baycrest Personnel may bring any questions or concerns directly to the Client's Program Director, Unit Director or to another member of the Client's care team. For other Customers, concerns may be directed to the Baycrest Personnel running a particular event or supervising the area attended by the Customer. Customers may provide their feedback in person, by telephone, in writing, by e-mail, or otherwise.

The Baycrest Personnel receiving the feedback shall ensure a response is made to the person providing the feedback. In addition, Customers may communicate complaints through the Resident's Advisory Council or Patient's Advisory Council, the Family Floor Groups, the Family Advisory Council, the Suggestion Boxes / Speak Your Mind forms or the Client Relations Officer.

Baycrest Personnel may provide feedback to their supervisor. If the concern requires further attention, Baycrest Personnel may contact the designated Director for the area. If further assistance with making feedback accessible is required, Baycrest Personnel may also contact Human Resources.

Feedback will be accepted and responded to in accessible formats and with communication supports upon request.

3.10 Emergency Preparedness

Emergency procedures, plans and public safety information are available upon request in accessible formats or with communication supports as soon as practicable. Baycrest also provides employees with individualized emergency response information when necessary.

3.11 Procurement of Goods, Services, Facilities and Kiosks

Baycrest will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. Baycrest will incorporate accessibility features when designing or buying self-service kiosks.

3.12 Accessible formats and communication supports

Upon request, Baycrest will provide or arrange to provide accessible formats and communication supports for persons with a Disability.

3.13 Accessible websites

Internet websites accessible to the public and web content controlled directly by Baycrest or through a contractual relationship that allows for modification will conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the *Integrated Accessibility Standards*.

3.14 Employment

Baycrest is committed to providing accessible employment practices that are in compliance with the AODA. Employees who require accommodation for a Disability during any stage of the recruitment process should notify Human Resources. For more information, see Baycrest's Promotions/Transfers and Job Postings Policy.

Baycrest is committed to providing meaningful transitions/modified work to employees who have sustained either a work related or non-work related injury or illness. For more information, see Baycrest's Work Accommodation/Transitional Work Program Policy.

Baycrest will take into account the accessibility needs of its employees with disabilities when providing career development, performance management and when considering redeployment.

3.15 Design of Public Spaces

Baycrest will meet accessibility laws when building or making major changes to public spaces, including the following types of spaces:

- outdoor public eating areas like rest stops or picnic areas;
- outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian symbols;
- on-street and off-street parking; and
- service counters, fixed queuing lines and waiting areas.

Baycrest will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

3.16 Multi-year accessibility plan

Baycrest implements and maintains a multi-year accessibility plan which outlines Baycrest's strategy to prevent and remove barriers to accessibility.

3.17 Modifications to this policy

Baycrest is committed to developing policies that respect and promote the dignity and independence of people with Disabilities. Therefore, no change will be made to this policy before considering the impact on people with Disabilities.

4.0 Cross Reference Policies/Documents

Core Curriculum Policy
Loaner PockeTalker Policy
Promotions/Transfers and Job Postings
Sign Language Interpreter Services for Audiology Clients
Work Accommodation/Transitional Work Program

5.0 Appendices/Links

Appendix 1 - Additional Information Regarding Assistive Devices

APPENDIX 1 ADDITIONAL INFORMATION REGARDING ASSISTIVE DEVICES

HEARING DEVICES

Closed Captioning

Closed captioning is a system that displays text on a television or video screen to provide additional or interpretive information to viewers (particularly those with hearing disabilities). Closed captions typically display a transcription of the audio portion of a program as it occurs (either verbatim or in edited form), sometimes including non-speech elements.

PockeTalkers



The PocketTalker is an easy-to-use portable amplifier that can improve the ability of hard of hearing clients to communicate in difficult listening situations; for one-on-one conversations, listening in restaurants, in the car and any place where background noise and distance from the speaker is a problem.

TTY and Bell Relay Services

A teletypewriter (TTY) is a device that allows users to send typed messages across phone lines. Many people who are deaf, oral deaf, deafened, hard of hearing or deafblind use TTYs to call other individuals. This device generally has a keyboard and a display that lets the user send and receive typed messages over telephone lines. People who are deafblind may use an additional large print or Braille display to read the typed messages.

A stand-alone TTY must communicate with another TTY. TTY users can directly call other TTY numbers or they can call a Relay Service. The Bell Relay Service number is 1-800-855-0511. The Relay Service operator will receive the message on a TTY and relay the messages, by standard phone, to a person who does not have a TTY. A standard phone user can also place a call through the Relay Service operator to a TTY user.

AUGMENTATIVE & ALTERNATIVE COMMUNICATION: AAC – SPEECH & LANGUAGE DEVICES

Communication Board



A communication board is an alternative and augmentative communication device that allows a person to point to letters, words, phrases or pictures when unable to express their thoughts and ideas through speech.

Voice Amplifier

A voice amplifier is a device that amplifies or makes louder the voice of an individual. It is used for people who are unable to sustain sufficient loudness in their voices for intelligible speech.

Other

Other communication devices might include an electrolarynx or other electronic devices such as smartphones and tablets.