



ST. JOSEPH'S CARE GROUP

ACCESSIBILITY PLAN

JANUARY 2013

Approved by:

SJCG Board of Directors

This publication is available on the St. Joseph's Care Group website.
www.sjcg.net

Alternate formats are available upon request

Table of Contents

Section A: The Accessibility for Ontarians with Disabilities Act (AODA), 2005.....	1
Section B: Message from Tracy Buckler, President & CEO, St. Joseph's Care Group.....	1
Section C: St. Joseph's Care Group – Committed to Accessibility.....	2
Section D: Highlights of our Accomplishments – 2003-2011.....	3
Section E: Barrier Removal Initiatives 2011-2012.....	4
Section F: Multi-Year Accessibility Plan.....	6
Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Overview Areas Pertinent to SJCG.....	8
Section G: Communication of the Plan.....	15

SECTION A: THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA), 2005

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA set out specific accessibility standards in five areas:

- Customer Service – providing good customer service, understanding that people with disabilities may have different needs.
- Transportation – making it easier for people with disabilities to get where they need to go.
- Information and Communications – giving people with disabilities access to more of the information that we all depend on.
- Employment – expanding Ontario's labour pool and welcoming more people with disabilities into more workplaces.
- Design of Public Spaces (Built Environment) - removing barriers in public spaces and buildings making it easier for all Ontarians, including people with disabilities, to access places where they work, travel, shop and play.

The accessibility standard for customer service (Regulation 429/07) came into force in 2008. The information and communications, employment, and transportation standards have now been enacted as Ontario Regulation 191/11 – the Integrated Accessibility Standards. These standards are being phased in over time. The standard for the design of public spaces (built environment), which applies to facilities and outdoor spaces, is currently in draft format, undergoing the public consultation process.

St. Joseph's Care Group introduced its first accessibility plan in 2003 in compliance with the Ontarians with Disabilities Act (ODA), 2001.

This multi-year accessibility plan builds on our previous work in creating an accessible environment, highlights our accomplishments to date and outlines the next steps in our efforts to identify and remove barriers for people with disabilities.

SECTION B: MESSAGE FROM TRACY BUCKLER, PRESIDENT & CEO, ST. JOSEPH'S CARE GROUP

The **Accessibility for Ontarians with Disabilities Act** (AODA) is ground-breaking legislation, the first in Canada, with the ultimate goal of making the province of Ontario accessible to all by 2025. This legislation provides clear standards and time frames to address accessibility in areas that have the most impact on the daily lives of people with disabilities.

St. Joseph's Care Group (SJCG) applauds the intent and breadth of this legislation. As an organization that provides service to people with a wide range of disabilities, we are well aware

of the barriers faced by individuals living in the community, as well as those working to integrate back into the community.

SJCG is committed to the reduction of barriers and the improvement of accessibility on an ongoing basis, related to all areas of the legislation affecting our organization. This includes customer service, information and communication, employment and the physical environment. We are proud of the barriers we have addressed over the past nine years and know that we need to continue to work with all those who interact with SJCG to recognize and address barriers to accessibility. As we plan capital projects and renovations, we will seriously consider accessibility features to ensure we best meet the needs of our clients, families, visitors and staff.

SECTION C: ST. JOSEPH'S CARE GROUP – COMMITTED TO ACCESSIBILITY

Programs and services are provided throughout the community and at 8 sites, including: Balmoral Centre, Behavioural Sciences Centre, Hogarth Riverview Manor, Lakehead Psychiatric Hospital, Sister Margaret Smith Centre, St. Joseph's Health Centre, St. Joseph's Heritage and St. Joseph's Hospital.

These facilities are operated by the Sisters of St. Joseph of Sault Ste. Marie, sponsored by the Catholic Health Corporation of Ontario and managed by a local volunteer Board of Directors.

St. Joseph's Care Group's broad program areas are: Complex Care & Physical Rehabilitation Services, Mental Health & Addiction Services, and Long-Term Care Services.

SJCG has approximately 1700 employees, 400 volunteers and an annual operating budget over \$125M.

Our current Mission and Vision Statements, which provide the direction for the programs and services we offer, also provide the impetus to reduce barriers for people with disabilities who interact within St. Joseph's Care Group.

Our Mission

St. Joseph's Care Group is a Catholic organization that identifies and responds to the unmet needs of the people of Northwestern Ontario, as a way of continuing the healing mission of Jesus in the tradition of The Sisters of St. Joseph of Sault Ste. Marie.

Our Vision

A leader in client-centred care.

Our Values

- **Care**
St. Joseph's Care Group will provide quality care for our clients, body, mind and spirit, in a trusting environment that embraces diversity.

- **Compassion**
St. Joseph's Care Group will demonstrate dignity and respect for those in need, accepting people as they are, to foster healing and wholeness.
- **Commitment**
St. Joseph's Care Group is committed to our community, the people we serve, the people we employ, and our faith-based mission through a continued pursuit of excellence.

SJCG Accessibility Steering Committee

The SJCG Accessibility Steering Committee provides a forum for discussion and making recommendations related to improving accessibility for people with disabilities within SJCG, in keeping with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the related standards.

Commitment and Partnering to Improve Accessibility

In addition to our corporate policy, which formalizes our commitment to reducing barriers for people with disabilities, our commitment is evident in the initiatives we have completed since the development of our first accessibility plan. Our staff continues to recognize that improving accessibility is a shared responsibility and assist in identifying barriers and solutions. Most of the suggested improvements come from our clients who see first-hand where we can improve as they move through our facilities and access our services.

SJCG has continued linkages with other organizations in Thunder Bay that are required to prepare accessibility plans. **Accessible Thunder Bay** is a group comprised of representatives of the Accessibility Committees for Lakehead University, Confederation College, Lakehead District School Board, City of Thunder Bay, St. Joseph's Care Group, Thunder Bay Regional Health Sciences Centre and Thunder Bay Catholic District School Board. Formed in January 2004, the group formalized terms of reference in 2011 confirming that it is a voluntary, self-directed group interested in sharing information and strategies to improve accessibility for people with disabilities in the respective organizations represented and the City of Thunder Bay as a whole. This includes:

1. Sharing information and resources to improve accessibility in the respective organizations and to facilitate consistency in approaches, where possible.
2. Sharing ideas and experiences in implementing the Standards under the Accessibility for Ontarians with Disabilities Act (AODA) within the respective organizations.
3. Looking for areas of collaboration in meeting the requirements of the AODA Standards.

SECTION D: HIGHLIGHTS OF OUR ACCOMPLISHMENTS – 2003-2011

SJCG has developed nine previous annual accessibility plans. With the input of staff, clients and family members, barriers have been identified and initiatives have been carried out to reduce the barriers and improve accessibility for individuals interacting with SJCG. Different

initiatives have been carried out at different sites based on identified needs and available funding. Highlights include:

- Physical/architectural audit performed by The Herrington Group in 2004 to identify barriers and priorities for action
- Annual allocation of funds to address accessibility issues
- Automatic door openers installed at entry and exit doors
- Accessibility improvements in public washrooms
- Reception desk areas improvements to accommodate people who are seated
- Specialty large dial phones introduced at some sites
- Teletypewriter (TTY) phones installed
- Accessible parking spots widened and additional spaces added
- Colour contrast painting carried out as part of routine maintenance
- Elevator upgrades including voice annunciation
- Lever door handles installed
- Certain entry/exit and interior doors widened to accommodate wider-width wheelchairs
- Raised toilet seats installed at PR Cook Apartments
- Training for front-line office staff from Independent Living Resource Centre
- On-line learning module developed and provided for all staff as part of requirements of the Customer Service Standard
- Accessibility standards addressed at new employee orientation. All new staff required to complete the on-line learning module.
- Customer service booklet "People with Disabilities – People First" developed as a staff resource
- Initiatives for staff with disabilities including Zoomtext software, touch mousepads, volume control devices for phones, pocket talkers and headphones for computer training

SECTION E: BARRIER REMOVAL INITIATIVES 2011-2012

In 2011/12, the final year of operating under annual Accessibility Plans, a number of initiatives were identified as priorities. The table below provides an update on these initiatives as of November 2012:

Type of Barrier/Related Standard	Description of Barrier	Strategy for Removal/Prevention
BUILT ENVIRONMENT	General physical/ environmental barriers identified	<ul style="list-style-type: none"> • \$25,000 was allocated to address barriers within St. Joseph's Hospital. The projects listed further in the table were funded from this allocation. • \$10,000 was allocated to address barriers at PR Cook Apartments at St. Joseph's Heritage. The improvements included: <ul style="list-style-type: none"> ✓ All laundry room taps changed to lever-style handles

Type of Barrier/Related Standard	Description of Barrier	Strategy for Removal/Prevention
		<ul style="list-style-type: none"> ✓ An automatic door opener was installed on the main tenant lounge/dining room ✓ Twenty tenant doors were outfitted with door openers that meet fire code regulations but slow down the door opening and closing
BUILT ENVIRONMENT	Doorway widths	<ul style="list-style-type: none"> • Certain interior doors have been identified as presenting a barrier for larger width wheelchairs. The Seating Clinic door was identified as a priority and was widened (cost \$5,500/ door)
BUILT ENVIRONMENT	Parking - St. Joseph's Hospital	<ul style="list-style-type: none"> • Accessible parking spaces at St. Joseph's Hospital were impacted with the demolition of the former Sister Margaret Smith Centre and the upcoming build of the new east wing. Additional accessible parking spaces were added in the Waterfront District parkade.
BUILT ENVIRONMENT	Washroom taps and toilets	<ul style="list-style-type: none"> • Touchless (proximity) taps were trialed in a number of locations. They were well received. This item was brought to the Mental Health Rehab Program (MHRP) and Centre of Excellence for Integrated Seniors Services (CEISS) Steering groups by Leadership Team for consideration in planning for the new buildings. • Building Services has developed a multi-year plan and budget to gradually upgrade taps and toilets in the existing buildings.
BUILT ENVIRONMENT	Ramp grade to gym – 1 st floor St. Joseph's Hospital	<ul style="list-style-type: none"> • The ramp modifications are on hold due to the other demolition/construction projects and the already reduced access to the building.
BUILT ENVIRONMENT	Automatic door opener placement – south entrance St. Joseph's Hospital	<ul style="list-style-type: none"> • The automatic door openers were made more visible with signage indicating which button opens which door.

Type of Barrier/Related Standard	Description of Barrier	Strategy for Removal/Prevention
BUILT ENVIRONMENT	Paper towel dispensers	<ul style="list-style-type: none"> Hands-free paper towel dispensers were trialed in various public washrooms and were well received. The plan is to continue installation throughout the organization with public washrooms as the first priority.
BUILT ENVIRONMENT	Parking lot (corner Van Norman and Algoma)	<ul style="list-style-type: none"> Individuals with assistive devices (e.g. walkers) were not able to get around the newly installed entry/exit arms. The concrete pad and fence were altered to remove this barrier.
BUILT ENVIRONMENT	St. Joseph's Hospital Algoma St. and Camelot St. entrances	<ul style="list-style-type: none"> The roadways of these two entrances were widened to two lanes to allow vehicles to pass each other. This improved access to the building during demolition of the SMSC and allows individuals to be dropped off at the door, to compensate for reduced parking spots.

In addition to the above barriers identified in the 2011-2012 annual accessibility plan, a number of other initiatives were implemented.

- Terms of reference for the Accessibility Steering Committee were revised to reflect responsibilities appropriate to meeting the requirements of all the AODA standards
- A process was put in place outlining responsibilities for implementation and monitoring the implementation of the different requirements of the Integrated Accessibility Standards
- With the support of the Accessibility Committee and Leadership Team, the Occupational Therapists met the architects for the Centre of Excellence for Integrated Seniors Service (CEISS) and the East Wing – St. Joseph's Hospital Specialized Mental Health Rehabilitation Project (SMHRP) and provided written recommendations for enhancing accessibility within these capital projects.
- With the recommendation of the Accessibility Committee, the membership of the Product Evaluation Committee was changed to include representation by an Occupational Therapist.
- Processes to meet the requirements of the Integrated Accessibility Standards related to workplace emergency response and emergency procedures and plans for the public (s.13 and s. 27) were put in place, meeting the compliance date of January 1, 2012.

SECTION F: MULTI-YEAR ACCESSIBILITY PLAN

The following table represents SJCG's first multi-year plan with dates and activities based on the requirements of the Integrated Accessibility Standards (IAS). Elements of the standards seen as relevant to SJCG have been incorporated into the multi-year plan. Both the Integrated Accessibility Standards and the Accessibility Standard for Customer Service provide a nice blueprint for organizations to identify, prioritize and work toward improving accessibility and reducing barriers within an organization. Our collective efforts will further the goal of making Ontario accessible to all by 2025.

In addition to the AODA standards that have come into force, SJCG will continue to work on improving accessibility within the built environment. The standard for the design of public spaces (built environment), once implemented, will allow for further refinement of the accessibility plan, particularly related to new builds or redevelopments.

The following are the built environment initiatives intended to improve accessibility planned for the next few years:

- Ongoing installation of touchless (proximity sensor) paper towel dispensers and touchless (proximity sensor) taps. \$50,000 has been allocated in the St. Joseph's Hospital 2012-2013 capital budget for this initiative
- Ongoing installation of automatic door openers where need is identified
- Upgrade of toilets to include flush sensors
- Widening of identified interior doors to accommodate wider-width wheelchairs
- Renovation of public washroom on the 5th floor, St. Joseph's Hospital, to improve accessibility
- Redesign of the landing area at the front entrance of Balmoral Centre to accommodate individuals using wheelchairs or other assistive devices
- Capital projects including the build of the Centre of Excellence for Integrated Seniors Services (CEISS) and the addition of the East Wing – St. Joseph's Hospital for the Specialized Mental Health Rehabilitation Program (SMHRP) will incorporate accessibility features.
- Secure a high support home that is accessible to people living with serious mental illness who also have physical disabilities.

Responsibility for developing specific action plans to meet the requirements of the Integrated Accessibility Standards under the AODA has been assigned to various departments within SJCG. Responsibility for monitoring the implementation has been built into the Quality Plans of the appropriate corporate Quality Committees. The following outlines the areas of the Integrated Accessibility Standards applicable to SJCG, compliance dates, responsibilities and update on progress to date.

[Click here for the latest update to the Integrated Accessibility Standards applicable to SJCG.](#)

**Accessibility for Ontarians with Disabilities Act (AODA)
 Integrated Accessibility Standards Overview
 Areas Pertinent to SJCG**

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
PART I General	Establishment of accessibility policies (s.3)	<ul style="list-style-type: none"> Showing commitment to accessibility 	January 1, 2013	Accessibility Steering Committee (ASC)	Leadership Team Quality Committee	Accessibility policies (Accessibility Standards AD 1-160 and Accessible Customer Service policy AD 1-161) updated and approval Fall 2012
	Accessibility plans (s.4)	<ul style="list-style-type: none"> Must be multi-year, organization's strategy to prevent and remove barriers Must be updated at least every 5 years Must have input from people with disabilities Must be posted on web-site and annual updates submitted and posted on web-site 	January 1, 2013	Accessibility Steering Committee (ASC)	Leadership Team Quality Committee	<ul style="list-style-type: none"> External web-site updated to encourage people to give input on accessibility issues – contact information is Chair, Accessibility Advisory Committee

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
	Procuring or acquiring goods, services or facilities (s.5)	<ul style="list-style-type: none"> Accessibility criteria must be incorporated into procurement of goods, services and facilities 	January 1, 2013	Material Management	Leadership Team Quality Committee	<ul style="list-style-type: none"> Plans underway to develop a policy and tools to provide direction to management to consider accessibility when making decisions to purchase. Accessibility consideration has been built into the terms of reference for the SJCG Product Evaluation Committee
	Training (s.7)	<ul style="list-style-type: none"> Everyone must be trained related to the provisions of the integrated standards and records kept 	January 1, 2014	ASC, Learning & Professional Practice	Human Resources Quality Committee	In progress
PART II Information & Communications	Feedback (s.11)	<ul style="list-style-type: none"> Must have process for receiving and responding to feedback that can be provided or arranged for the provision in 	January 1, 2014	Communications	Communication and Information Management Quality Committee	In progress

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
		accessible formats and communication supports, upon request				
	Accessible formats & communication supports	<ul style="list-style-type: none"> • Must provide or arrange for the provision of accessible formats and communication supports in a timely manner and at a cost not more than a regular cost • Must notify the public about availability of accessible options 	January 1, 2015	Communications	Communication and Information Management Quality Committee	In progress
	Emergency procedure, plans or public safety information (s.13)	<ul style="list-style-type: none"> • In addition to Section 12, any procedure, plan, public safety information that is provided to the public must be available in accessible format upon request 	January 1, 2012	Health, Safety and Risk Services	Infrastructure Quality Committee	<ul style="list-style-type: none"> • Accessible formats will be provided upon request • Visitor safety signs posted at all sites • Health & Safety booklet updated and this information added • Information is

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
						provided to staff at orientation <ul style="list-style-type: none"> Managers direct requests to Health, Safety & Risk Services
	Accessible websites and web content (s.14)	<ul style="list-style-type: none"> Internet websites and web content must conform with world wide web consortium web content accessibility guidelines (WCAG) 2.0 initially at Level A and increasing to level AA 	New websites – January 1, 2014 Existing websites – January 1, 2021	Communications, Information Technology	Communication and Information Management Quality Committee	Continuing to explore methods to enhance the external website
PART III Employment Standards	Recruitment, general (s.22)	<ul style="list-style-type: none"> Must notify applicants and the public about availability of accommodation in recruitment process 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress
	Recruitment, assessment or selection process (s.23)	<ul style="list-style-type: none"> Notify individuals selected for interviews of the availability of accommodation 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
	Notice to successful applicants (s.24)	<ul style="list-style-type: none"> Must notify successful applicants of policies around accommodation 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress
	Informing employees of supports (s.25)	<ul style="list-style-type: none"> Must inform all employees of supports and accommodation 	January 1, 2014	Human Resources	Human Resources Quality Committee	Policies and processes currently in place will be reviewed and updated as needed
	Accessible formats and communication supports for employees (s.26)	<ul style="list-style-type: none"> Must provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and information generally available to employees in the workplace 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress
	Workplace emergency response information (s.27)	<ul style="list-style-type: none"> Must provide individualized emergency response information to employees with a disability, if needed 	January 1, 2012	Health, Safety and Risk Services	Infrastructure Quality Committee/Human Resources Quality Committee	<ul style="list-style-type: none"> All new employees are asked by the Occupational Health Nurse related to any disabilities that would require individualized

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
						emergency response information. If yes, this is communicated to manager <ul style="list-style-type: none"> • This is included in new employee orientation – any concerns to be addressed with the manager • Communication went out to all staff and management in February 2012 • Template has been developed for individuals who request an individualized plan
	Documented individual accommodation plans (s.28)	<ul style="list-style-type: none"> • Must have a process for development of individualized plans 	January 1, 2014	Health, Safety and Risk Services	Human Resources Quality Committee	Policies and processes currently in place will be reviewed and updated as needed
	Return to work process (s.29)	<ul style="list-style-type: none"> • Must have a return to work process 	January 1, 2014	Health, Safety and Risk Services	Human Resources Quality Committee	Policies and processes currently in place will be reviewed and updated as needed
	Performance management (s.30)	<ul style="list-style-type: none"> • Must take into account 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress

Click here for the latest update to the Integrated Accessibility Standards applicable to SJCG.

AREA	SECTION	COMMENTS	COMPLIANCE DATE	DEPARTMENT / COMMITTEE RESPONSIBILITY	CORPORATE COMMITTEE	STATUS/UPDATE
		accessibility needs of employees when using performance management processes				
	Career development and advancement (s.31)	<ul style="list-style-type: none"> Must take into account accessibility needs of employees when using career development and advancement processes 	January 1, 2014	Human Resources	Human Resources Quality Committee	In progress
	Redeployment (s.32)	<ul style="list-style-type: none"> Must take into account accessibility needs of employees when redeploying 	January 1,2014	Human Resources	Human Resources Quality Committee	Policies and processes currently in place will be reviewed and updated as needed

SECTION G: COMMUNICATION OF THE PLAN

St. Joseph's Care Group's accessibility plan will be posted on SJCG web-site at www.sjcg.net and on the iNtranet. Paper copies will be available at all sites and through the Communications and Administration offices. On request, the plan can be made available (English or French) in alternative formats, such as computer disk, large print or Braille.

Additional information on St. Joseph's Care Group Accessibility Plan can be obtained from the Communications office at (807) 768-4440.