



Accessibility Multi-Year Plan

For a five-year period as of January 1, 2025

Updated December 2024

Table of Contents

| | |
|-------------------------------|---|
| 1.0 - Executive Summary | 6.0 - Barrier identification & prioritizations |
| 2.0 - Objectives | 7.0 - Current identified barrier and Multi-Year Annual Plan |
| 3.0 - Accessibility Committee | 8.0 - Highlight list of barrier free initiatives completed |
| 4.0 - Strategic Plan | 9.0 - Communication of the plan |
| 5.0 - Description of Hospital | 10.0 - Appendices |

1.0 Executive Summary

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is 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. To this end, the AODA requires each hospital to prepare an annual Accessibility Plan; to consult with persons with disabilities in the preparation of this plan; and to make the plan public.

Ontario Regulation 429/07 Accessibility Standards for Customer Service came into effect in 2008, and Ontario Regulation 191/11, Integrated Accessibility Standards became law in 2011 and included standards for information and communication, employment, and transportation.

This multi-year Accessibility Plan for 2025-2029 has been prepared and reviewed by the Royal Victoria Regional Health Centre (RVH) Accessibility Committee to meet the commitments of the AODA. The plan follows previous 5-year plans to identify, remove, and prevent accessibility barriers across the organization. The plan has been approved by RVH Senior Leadership Team and describes:

- Barriers identified and removed
- New barriers identified to date
- Measures that RVH will undertake during to address prioritized barriers

The purpose of this plan is to identify, remove, and prevent barriers for people with use the facilities and services of RVH, including patients and their family members, staff, healthcare practitioners, volunteers, and members of the community.

RVH recognizes that the term disability refers to a broad range of physical or mental conditions that may limit a person's movements, senses, or activities in various situations, and that these conditions are not always visible, and may have been present from birth, caused by an accident, or developed over time. The Accessibility Committee seeks to understand how physical and mental conditions impact people's every-day lives and identifies barriers to persons with disabilities with a focus on meeting current standards and best practices related to removing barriers to accessing RVH. The plan is to make RVH accessible for all, from the arriving on the RVH grounds, parking, and travel to the building entrances and internal accessibility.

2.0 Objectives

RVH is committed to:

- Providing safe, quality services to all patients, family members, and members of the community with disabilities by improving access to health centre facilities, policies, programs, practices, and services
- Engaging patients, staff, professional staff, students, volunteers, and members of the community in the development and review of its annual Accessibility Plan

This plan includes the following objectives:

- Describe the process by which RVH will identify, address, and prevent barriers for people with disabilities
- Review efforts at RVH to address and prevent barriers for people with disabilities over the past year
- Describe measures RVH will take in the coming years to identify, address, and prevent barriers for people with disabilities
- Describe how RVH will make this Accessibility Plan available to the public

3.0 Accessibility Committee 2024/25

| Department | Last Name | First Name | Title |
|--|----------------|------------|------------------------------------|
| Business Development Office | Taylor | Suzanne | Manager |
| Community Member | Hart | Ross | Manager, Canadian Hearing Services |
| Capital Planning and Redevelopment | Barner | Wendy | Director (Committee Chair) |
| Patient Portal, Patient Access & Records | Haines | Jennifer | Manager |
| Children's Development Services | Burke-Joraszik | Rhonda | Speech-Language Pathologist |
| Corporate Communications | Cooper | Lisa | Coordinator |
| Medical Imaging | Fraser | Dawn | Nuclear Medicine Charge Tech |
| Emergency Management, Safety & Security Services | Smith | Lisa | Coordinator |
| Pathology & Laboratory Medicine | Halkyard | Tracey | Phlebotomist |
| Employee Health | Phillips | Holly | Consultant |
| Facilities & Building Operations | Thompson | Troy | Director |
| People Partnerships (HR) | Aube | Jennifer | Consultant |
| Regional Digital Health | Daggett | Nathan | Sr. Systems Administrator |
| Security | Smith | Lisa | Coordinator |
| Professional Practice & Allied Health | McCrae | Kelly | Manager |
| Professional Practice & Allied Health | Green | Sarah | Occupational Therapist |
| Professional Practice & Allied Health | Rowe | Katrina | Occupational Therapist |
| Clinical Trials, Cancer Centre | Laarakkers | Tanya | Clinical Research Associate |
| Patient, Family Advisory Committee | Blakely | Kelly | -- |
| Patient Family Experience | Luyten | Aaron | Consultant |
| Spiritual Care/Wellbeing | Biggs | Dwight | Director |
| Volunteer Resources | LaHay | Alanna | Volunteer Resources Specialist |

4.0 Strategic Plan

Vitally You

OUR PURPOSE

Our purpose is unchanging. It is our why; our reason for being. It is the promise that we make to those who count on us. It is what each of us is determined to do, every day, when we get out of bed.

Making life better, with the care you need, close to home.

We know you're more than your medical challenges, that we care for your well-being – whether our care cures your problem or, just as important, the journey to the outcome is respectful and supportive.

Whether you receive the most advanced care at RVH, at home or with community partners, it's the right care, designed specifically for you.

VALUES

Our values are the principles that help us make decisions and guide our actions in all that we do as we live our purpose.

Team up

We thrive on **the power of team** – patients, Team RVH, families, and partners together – raising each other up, having each other's backs, listening to understand and support, and valuing each of our unique experiences.

Be kind

We foster **a culture of kindness and empathy**, treating everyone with respect, compassion, and fairness. Kindness is how we build trust, nurture relationships, and create a positive, inclusive, and supportive environment for all.

Do great things

We **drive innovation** by exploring new ideas, and new uses for data and technology to support excellence in high-quality care while offering an ideal experience for patients, partners and Team RVH.

Inspire trust

We **earn trust** through authentic, kind, respectful, and transparent actions and decisions. With strong relationships built on integrity, we foster an environment where collaboration thrives in service to our communities.

Be bold

We **never avoid the tough decisions or hard conversations**. We take prudent risks, challenge the conventional, and speak up – taking action when it's the right thing to do.

FOCUS

Big goals require big moves, and big moves require focus. We'll focus our energy and resources on three things: clinical and academic excellence, Team RVH, and exceptional patient experience.

Drive clinical and academic excellence

We'll be a regional academic health sciences centre. As a full-scale teaching hospital and research institute, we'll offer the latest in complex, specialized care at scope and scale that meets our region's needs.

Using state-of-the-art tools, we'll teach the next generation of practitioners to be clinically exceptional and compassionate. As a national leader in research at the bedside, we'll improve care now, not years in the future.

The cornerstone of our work will always be collaborative partnerships, to give you the care you need – at RVH or elsewhere in our regional system of care.

Tracking big moves

You'll know we're making progress by our:

- Continuously improving performance indicators for quality
- Increased number of collaborations with academic institutions and research partners
- Increased number and effectiveness of our partnerships with care providers that support the right care, at the right place and time

Cultivate fulfilled, high-performing teams

The drive for excellence fuels Team RVH. We're a workforce equipped for today and primed for the challenges of tomorrow. Driven by our shared purpose, as we live our values, each member of Team RVH is powered by the impact they have on the people they care for.

Top talent, regardless of specialization or career stage, will aspire to join RVH, knowing it is an important career achievement. Through a culture of continuous learning, our people will grow in their roles, supported by the best tools and resources to unlock their potential.

We attract and retain an engaged and talented team that feels cared for and valued.

Our diverse perspectives and unique experiences will continue to ignite innovation and foster belonging. Diversity is critical to our collective success.

Tracking big moves

You'll know we're making progress by our:

- Increased number of qualified candidates
- Increased Team RVH engagement
- Improved retention of diverse staff, physicians and volunteers



Make exceptional patient and family experiences

Offering culturally informed care, Team RVH will continue to understand and honour diverse perspectives and needs. We will eliminate disparities and promote equity to ensure fair access to care for all. We will recognize and act on the unique needs of Indigenous Peoples.

Our patients and families will feel comfortable and safe. We'll offer as many care options as makes sense for your needs, with patients and families remaining active participants in that process. They'll also be able to easily navigate the connections between RVH and our community care partners.

Our patient and family experience will not only help people heal; it will ensure they feel respected, informed and empowered.

Tracking big moves

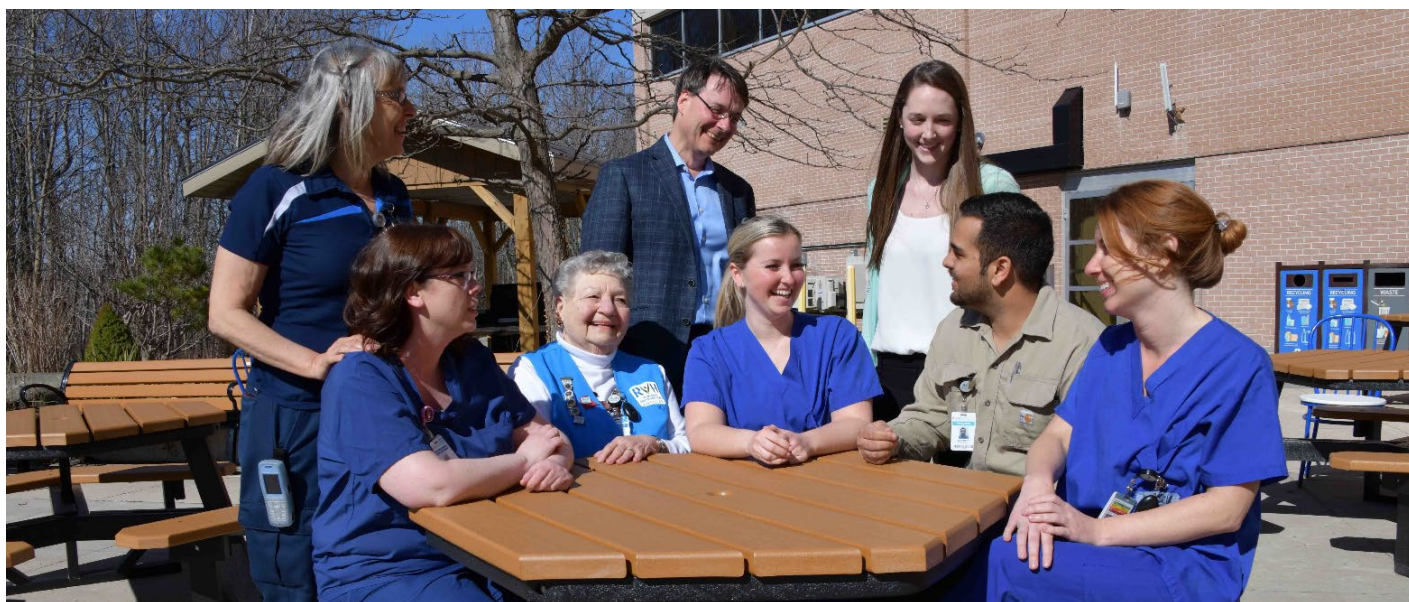
You'll know we're making progress by our:

- Improved patient satisfaction
- Improved evidence of equitable access

Vitality You - RVH Strategy Plan 2024-2034

This ten-year plan was built by all of us—thousands of patients, volunteers, partners, donors and funders, community leaders, and Team RVH—for all of us.

Click here to read more: <https://www.rvhvitalityyou.ca/>



5.0 Description of Health Centre

RVH is a regional health centre in Barrie, Ontario, located 80 kilometers north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH's team of over 539 professional staff members, 4226 employees, and 262 volunteers provide exceptional care and specialty services to almost half a million residents, including regional programs for advanced cardiac care, renal care, cancer care, and stroke services, as well as orthopedics, intensive care, mental health, and interventional radiology. RVH is focused on delivering high quality, safe care that puts patients and their families first.

RVH's \$450 million expansion, which opened in 2012, doubled the size of the existing hospital and includes:

- The Hudson Regional Cancer Program (North Simcoe Muskoka)
- 101 new inpatient beds, including a dedicated Cardiac Care Unit for critically ill cardiac patients
- The Emergency Department tripled in size including a trauma unit, isolation ward, and mental health crisis team
- Two new fully integrated Operating Rooms which are larger than existing suites for complex surgeries, bringing the total to 10 Operating Rooms
- Expansion space for two future patient care units
- RVH completed construction of Rotary Place which includes Rotary House, a residential lodge for cancer patients and their families who live outside of Barrie

Since the expansion, RVH has developed the following:

- New 40 Bed Transitional Care Unit in 2017
- New regional Child and Youth Mental Health program in 2017
- New regional heart program, including a Cardiac Intervention Unit, in 2018
- Regional Renal Hub designation in 2018
- A fourth LINAC unit for Radiation Treatment in 2019
- Health and Wellness Clinics at the Rizzardo Health and Wellness Centre in Innisfil in 2019
- Construction of a temporary Regional Pandemic Response Unit in 2020
- Refresh of a former inpatient unit, that was being used as office and meeting space, to patient beds in 2020
- Renovations and additional patient stations for both the in-centre and community Dialysis in 2020 and 2022
- Installation of PET/CT Scanner in 2023
- Development of a new Medicine Treatment Clinic in 2024

RVH Master Plan



RVH has embarked on a Master Plan that works to outline RVH's 20-year graduated infrastructure plan based on a two-campus, integrated model and it is a plan driven by explosive population growth. The Master Plan seeks to double RVH again in size and add a new South Campus with a vision for One System, Two Sites. The work done for this planning is developed with community consultation, data analysis, and detailed planning, and is supported by the RVH's Board of Directors. The plan was formally submitted to the Ministry of Health, Health Capital Investment Branch, in January 2020.

In the Master Plan, RVH has a commitment to accessible design. In October 2021, RVH announced the selection of the future site of a new South Campus in Innisfil, Ontario. Since 2023, RVH has been working with a team of professionals to develop a Functional Plan for expanding departments at Barrie and building a brand-new health centre in Innisfil. RVH has been engaged the Accessibility Committee and design consultants to set out accessibility requirements for the future design to be accessible to all.

6.0 Barrier Identification & Prioritization

This plan establishes a process by which RVH will identify, quantify, prevent, or remove barriers to people with disabilities.

Barrier Identification

These barriers can be categorized as follows:

- A. Physical/Architectural
- B. Communicational
- C. Attitudinal
- D. Technological
- E. Policies and practice

Methods to identify, track and address barriers include:

- Identification of potential accessibility issues by the Patient and Family Experience Office and through the incident Safety Learning System (SLS) reporting software module
- Feedback from Volunteer Resources, Parking, Security and Business Development Services
- Interactive feedback with public/community via RVH website www.rvh.on.ca
- Facility audits conducted by members of the Accessibility Committee
- Feedback from human resources team, staff, and professional staff

Barrier Prioritization

Process to be used in assisting the prioritization of each identifiable barrier includes:

- Review of legislated requirements
- Stakeholder feedback
- Assessment of the population affected by the barrier
- Risk assessment posed by barrier
- Practicality of a solution to be implemented
- “Work around” to avoid barrier
- Available resources/capacity assessment (cost/construction/phasing/timing)
- Coordination with other renovation projects and communication at RVH’s Space Planning Committee

7.0 Current Identified Barriers and Multi-Year Annual Plan (MYAP)

This list identified current barriers and proposed resolution to remove each barrier. The list is categorized by the type of barrier. Starting with the 2025 report, each barrier has been listed with a new unique tag to facilitate tracking of progress.

Each barrier is listed by <Barrier Category> - <Year identified> - <Sequential Number Identifier>.

Barrier Categories are as follows:

- A. Physical/Architectural
- B. Communicational
- C. Attitudinal
- D. Technological
- E. Policies and practice

Barriers identified in previous versions of the Multi-Year Plan have been listed with as 2024.

| Type of Barrier | Description | Resolution | Timeline 2025-2029 |
|----------------------------------|--|--|---|
| A. Physical/Architectural | | | |
| A-24-001 | Lack of visual alert to fire alarm in original building | Visual alert to be installed that would function during a fire alarm as spaces are renovated | The new facility has strobe lights interconnected with fire alarm (F/A) system. Upgrades to the 1997 side of the building will be incorporated in redevelopment projects in next 2-6 years as funding approvals for projects are secured. |
| A-24-002 | Various public washrooms require improvements | Add coat hooks at height of no more than 1200 mm (4') in washrooms Retrofit water closets with automatic flush valve Upgrade grab bars and door hardware | Capital funds allocated for Accessibility allow for washrooms to be improved on an ongoing basis by the Capital Planning team based on recommendations by clinical teams, and in conjunction with other projects. Progress to be reported annually. |
| A-24-003 | Access for public using wheelchairs when at central registration stations can be improved. | New service counters shall be designed to meet the requirements of CSA 651 Accessible Design for the Built Environment, including a minimum 685 mm high by 480 mm deep, with the height of the counter 730 to 860 mm, and a clear seating area of 820 by 1390 mm | Central Registration and Volunteer Desk modifications are scheduled to occur in 2025/26. Early planning has begun in 2024. |

| Type of Barrier | Description | Resolution | Timeline 2025-2029 |
|---------------------------|--|--|---|
| A-24-005 | Crosswalks and sidewalks built before 2012 do not meet the current requirements for the design of public spaces | Some improvements have been made as parking areas are resurfaced. Improve accessibility of public pathways | Following the recommendations of Parking & Exterior Accessibility Review Report (2017), continue to make phased improvements during the second phase of road resurfacing scheduled for 2025 |
| A-24-006 | Provide textural or bright colour changes at floor levels | Notice or rumble strips to identify stairs or change in floor. Contrasting floor signage for visual cues for colour blind | Replacement of flooring in feature stairs in public atrium planned for 2025. Other areas will be improved during larger redevelopment projects. |
| A-24-007 | Community Care Centre (70 Wellington) lacks elevator access from lower level to main floor | Confirm long term plan for use and scope needs for upgrades | Conduct a building code review during 2025, and review as part of Master Planning to determine next steps |
| A-24-008 | Access to public meeting rooms | Review door widths and electronic operators on Rotary Place meeting rooms. Review audio visual system for accessibility improvements. | Review to be completed in 2024-2025 |
| B. Communicational | | | |
| B-24-001 | Process for tracking and communication of evacuation plans for workers, physicians, students etc. is not streamlined | Working group is collaborating to review current practices and look for opportunities to improve the emergency plan process | Implementation of identified process changes are in progress |
| C. Attitudinal | | | |
| C-24-001 | Various informal feedback indicates that Team RVH member's understanding of the wide range of accommodations that can be made to support persons with disabilities can be improved. This will help to avoid behaviours, perceptions and assumptions that discriminate. | Educate Team RVH about persons with non-visible disabilities and build understanding and acceptance of persons with disabilities. | Improve the Learning Module for new learning cycle. Work with people team to find additional education opportunities so that people understand how to adapt knowledge to their practice. |

End of list of Identified Barriers

Review and Monitoring Process

The Accessibility Committee meets monthly to review progress.

The committee is responsible for:

- Ensuring accessibility projects move ahead according to schedule
- Educating the organization and community of its mandates and promote their activities

The chair is responsible for:

- Updating the Senior Leadership Team annually
- Providing an article to Corporate Communications annually
- Presenting projects requiring renovations to physical spaces to the Space Planning Committee for review and consideration for inclusion in the prioritized projects of the organization. Once approved the work is then coordinated by the Capital Planning and Redevelopment team.

8.0 Highlight list of barrier free initiatives completed

RVH is committed to continuous improvements and has a dedicated annual budget to apply to barrier free initiatives. In previous years, RVH has been successful in making a range of improvements to the built environment, with a particular focus on outdoor paths of travel and older parts of the facility and has implemented changes to signage and tools that help overcome informational and communication barriers.

A full list of barrier-free initiatives reported since the start of Multi-Year Access Plans can be found in previous plans. Some highlights are:

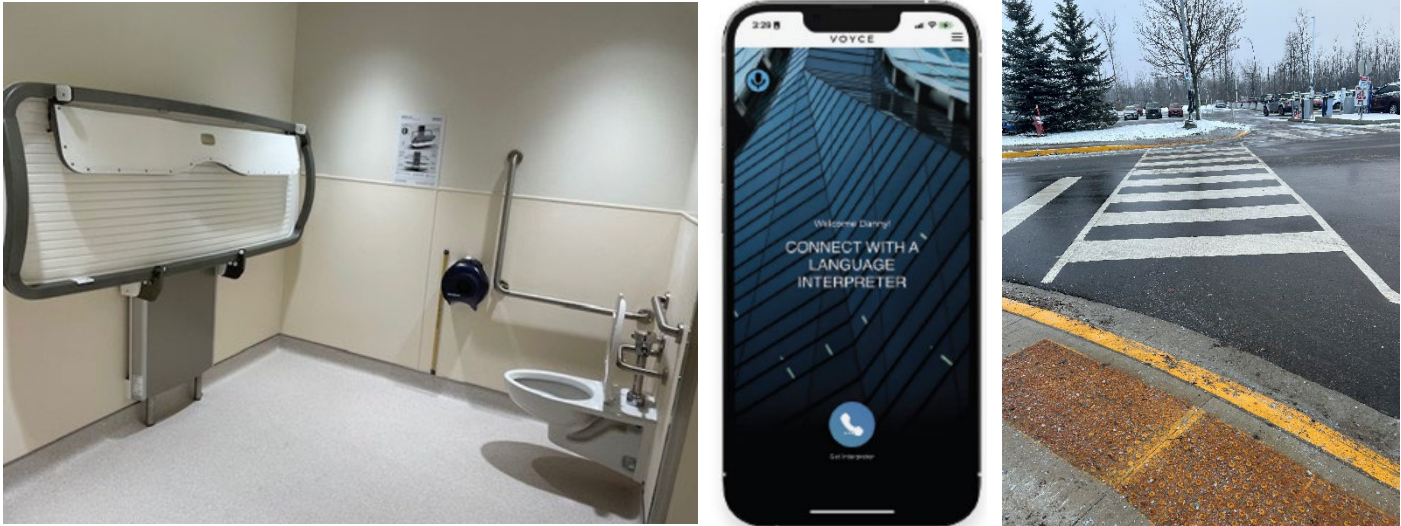
- Improvements to numerous washrooms, that include grab bars, fixtures, and installing auto operators. Particular focus is made in older areas of the building that when constructed in the 1990s were to code, in high traffic areas, and in areas that treat elderly and frail patients
- Introduction tactile walking surface indicator (TWSI) plates at cross walks, ramps, and stairs
- Improvements to barrier free parking during parking lot resurfacing project work
- Adapting pathways to reduce slopes on outdoor pathways
- Installation of more than 300 auto operators throughout facility in 2018/19 and 2019/20
- Implementation and updates to a Hearing Loss Communication Tool Kit that Team RVH can easily access
- Deployment of personal amplifiers (Pocket Talkers) at each registration area
- Improvements to the patient televisions for closed captioning, and modifications to the payment kiosk for this system
- Upgrades to the visual alert of fire alarm in the 1997 original building each time a new capital project renovates a patient unit or suite

The following is a list of initiatives completed in 2024. New initiatives completed will be reported with each annual update to this plan:

| Type of Barrier | Description/Location | Action |
|-----------------|--|--|
| A. Physical | Crosswalks and sidewalks built before 2012 | 2024 Following the recommendations of Parking & Exterior Accessibility Review Report (2017), improvements were made during construction of the roadways and sidewalks on the lower half of the property in summer 2024 |
| A. Physical | Washroom upgrades – Outpatient Clinics | 2024 A full Universal Washroom with adult change table installed in the new Medicine Treatment clinics as part of the newly renovated space. |
| A. Physical | Washroom upgrades – Staff Facilities | 2024 – A barrier free washroom with shower and change space was created for improved staff facilities. Existing shower space located in the staff wellness centre, near to the staff locker rooms, was renovated to create the new space. The space is all gendered. |
| A. Physical | Washroom upgrades – Surgery | 2024 – An Automatic Door Operator was added to the washroom in the Post Anesthesia Care Unit |
| A. Physical | Washroom and Change Facilities Upgrades | 2024 – newly renovated patient pod for cancer radiation treatment patients includes barrier free washrooms and change space for gowning. |

| Type of Barrier | Description/Location | Action |
|-----------------|----------------------|--------|
|-----------------|----------------------|--------|

| | | |
|------------------|---|---|
| B. Communication | Timely access to sign language interpretation | 2024 - Deployed over 50 iPads with Voyce Global software preinstalled. This software gives access to trained medical terminology interpreters in less than one minute. Translators fluent in over 240 languages and several sign languages. This replaces current phone only interpretation options and supplements in-person sign language options which are difficult to access in a timely manner. |
|------------------|---|---|



Select images of 2024 accessibility improvements.

Left to Right: a) Universal Washroom in the new Medical Treatment Clinics, b) new medical specific translation service for mobile devices that includes sign language options (photo credit: Voyce), and c) crosswalk and pathway improvements as part of Phase 1 Road Resurfacing

End of list of previously identified and completed Barriers.

8.0 Communication of the Plan

- RVH's Accessibility Plan will be available to the community and staff on the RVH website www.rvh.on.ca
- Information regarding the plan will be shared in hospital wide publications (i.e. This Week at RVH) and in the patient and family guide
- Comments and feedback regarding the Accessibility Plan can be submitted via the RVH website. This feedback is monitored by the RVH Patient and Family Experience Office and reported to the Accessibility Committee

Education Plan

- Accessibility training is a component of RVH's annual mandatory training modules in order to meet compliance with the O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS, and consistent with the RVH Corporate Policy on Accessibility. The modules are updated and posted annual on the Learning Management System
- As part of orientation all RVH employees as well as professional staff with RVH privileges (i.e., medical, dental, midwifery, and extended class nurses), volunteers, and students are required to complete the modules

10.0 Appendices

Documents

| | |
|--|--|
| Terms of Reference | Available upon request |
| Customer Service Policy and Procedure | Accessibility Policy |
| Human Resource Accommodation in Recruitment | Available upon request |
| Accessible Website | www.rvh.on.ca |
| Emergency & Public Safety Plan | Available upon request |
| Accessibility Training Plan | Available upon request |