Providence Care has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2022 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization’s progress and make the public aware of our initiatives. The report is available online at https://providencecare.ca/about-us/accessibility/.

To request an alternate format of this annual status report, contact:

Communications Department
info@providencecare.ca
613-544-4900, ext. 53375

Accessibility Accomplishments in 2022

Customer Service Accomplishments

- A formal complaint process exists for staff and our clients, patients and residents to identify accessibility barriers that require action by the organization.
- Departmental guidelines outline standards to follow for removing barriers to access and services.
- Staff and volunteers assist those in need to navigate our facilities.
- Staff and volunteer are educated on accessibility standards and diversity at Providence Care, emphasizing respect and consideration for persons with disabilities.
- Wheelchairs are available at the main entrance of Providence Care Hospital, Providence Transitional Care Centre and Providence Manor for those who may need them.
- Staff and volunteer job-specific training on working with various assistive devices and supporting clients with disabilities based on their individual needs.
- Internal and external interpreter services are available to support individuals with hearing and vision impairment.
- Managers are trained on our obligations as an employer to provide employment accommodation and on our accommodation and return to work processes that support individuals with disabilities to fully participate in the work environment.
- Staff receive training on our policies for accommodating employees with disabilities and our return to work processes.
- Individuals with disabilities participate with their managers and our Occupational Health and Safety department in the planning and development of their documented individual workplace accommodation plan.
- Internal and external applicants are advised of the ability to be accommodated in the recruitment and selection processes.
- Individualized plans are in place for staff members with a disability to ensure their safety in the event of an emergency.
- Ergonomic assessments through our in-house expertise and/or external ergonomists to ensure that the physical work spaces meet the unique needs of a staff member with a disability.
- Employees with disabilities have access to information in accessible formats and/or with communication supports upon request.
- Staff may use assistive devices, support persons and/or service animals to fully participate at work where needed.
- The performance management process takes into account the unique accessibility needs of individuals with disability to support them to fully participate in the process.
- Accessibility needs are taken into consideration to enable staff to fully participate in training activities.

Information and Communication Accomplishments

- New staff and volunteer orientation includes information on communicating with disabled persons, highlighting a number of physical, cognitive and personal assistive communicative techniques.
- Communications staff is available to provide face-to-face or telephone support for accessing communication materials.
- Client feedback process is available in accessible formats and/or with communications supports upon request.
- Alternate language guidelines include how we provide access to translation services.
- Print guidelines that recommend accessible font size, type, layout, plain language and contrast.
- Public notices on our website, including emergency procedures, planning and public safety, are available in a variety of alternate formats such as large print, HTML and tagged PDF’s and/or with communication supports upon request.
- Staff have resource material to use as reference when developing and revising documents with accessible content in alternate formats.
- Our website and Intranet are WCAG 2.0 Level AA compliant for ease of use with screen readers, option to increase text size and contrast.

Transportation Accomplishments

- Accessible transportation services are available directly through Providence Care or through municipal services to our clients, patients and residents participating in community activities.

Design of Public Spaces Accomplishments

- Providence Care Hospital, is among the most advanced having been designed and built according to the Ontario Building Code, meeting the Design of Public Spaces Standards (Accessibility Standard for the Built Environment) and following Senior Friendly Hospital standards.
- Our newest facility Providence Transitional Care Centre was renovated and updated to meet the Design of Public Spaces Standards.
- Ramp access at main points of entry to our facilities, for wheelchair access.
- Accessible washrooms are available in our facilities.
- Automated doors and door openers are located in our facilities.
- Compliance with the Ontario Building Code, its existing standards for accessibility and meeting the Design of Public Spaces Standards (Accessibility Standard for the Built Environment) when we are making improvements in our facilities or building new. This includes the upcoming Providence Manor redevelopment project, scheduled to break ground in the fall of 2023.
- Signage that promotes visual and informational clarity, a clear sense of way finding and which uses a mix of upper and lower case text for ease of reading.
- Elevators within our buildings provide accessibility within multi-level building.
- Exterior public eating areas provides ample space for individuals using mobility aids.

Summary of Consultations

- Providence Care actively monitors the state of its facilities and ground, including accessible elements through Facilities Maintenance preventative and emergency maintenance plans in place, Joint Health & Safety Committees.

- Outside of preventative maintenance schedules, Providence Care also encourages staff, clients, patients, residents and visitors to identify items requiring attention through its SafetE-Net & wE-Care reporting system.