



Mackenzie Health
Multi-year Accessibility Plan
2023 – 2028



Introduction

Mackenzie Health strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Mackenzie Health is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will continue to play a role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

About Mackenzie Health

Mackenzie Health is a dynamic regional healthcare provider serving the communities across western York Region, comprised of two acute care hospitals: the Mackenzie Richmond Hill Hospital and the Cortellucci Vaughan Hospital, in addition to the Reactivation Care Centre and our extensive range of community-based locations and services.

Mackenzie Health has an unrelenting focus on dedicated patient care and is proud to serve one of the fastest growing and most diverse communities in Canada with more than 550,000 residents.

Since 2021, we have been operating two hospitals and a network of community-based locations to provide seamless care to patients across all our sites. Recently, our teams cared for thousands of COVID-19 patients across our two hospitals while providing virtual care to many more patients in our ambulatory and outpatient programs and clinics, including our COVID-19 home monitoring program. Opening our second hospital was a remarkable feat and could not have been achieved without the support and hard work of our large community and stakeholders.

Mackenzie Health's vision is to create a world-class health experience. This means delivering quality, compassionate and timely patient-centered care. It means that everything we do is focused on our patients and community.

The Plan

Over the past five years, we have remained committed to ensuring an accessible environment for patients, family members, visitors, staff, physicians, volunteers and learners. We are proud to share our accomplishments and our plans for continuing this work and focus.

Accessibility Policy

Mackenzie Health is committed to maintaining an accessibility policy, which includes our statement of commitment, as well as the formal rules we have in place to support us in achieving our accessibility goals.

- The Mackenzie Health Accessibility policy was developed and continues to be reviewed and updated in accordance with our internal policy review and approval processes.
- The Accessibility policy is posted on our website.
- The Accessibility policy is available in an accessible format upon request.
- The Accessibility policy will continue to be reviewed and updated regularly to ensure that all requirements are integrated.

Multi-Year Accessibility Plan

Mackenzie Health has developed a multi-year accessibility plan that outlines the steps we are taking to prevent and remove barriers to accessibility.

- The Mackenzie Health Multi-Year Accessibility Plan was updated in 2023.
- In developing and updating our Multi-Year Accessibility Plan, we consulted people with disabilities.
- The Multi-Year Accessibility Plan is posted on our website.
- The Multi-Year Accessibility Plan is available in an accessible format upon request.
- The Multi-Year Accessibility Plan will be reviewed at least every five years, based on changing accessibility requirements and feedback from internal and external stakeholders.

Training

Mackenzie Health is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Mackenzie Health provides necessary training to employees and volunteers.
- Training is mandatory and is provided in a way that best aligns with the duties of the individual.
- We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.
- We maintain records of the training completed, including the dates on which training was completed and by whom.

Information and Communications

Mackenzie Health is committed to making our information and communications accessible to people with disabilities.

- We communicate with people with disabilities in ways that take into account their disability.
- We have established a process for receiving and responding to feedback in a timely manner that is accessible to people with disabilities.
- We continually strive to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.
- We will continue to work to notify the public about the availability of accessible formats and communication supports with respect to the feedback process.
- We will continue to improve the accessibility of our information and communications by reviewing feedback received in order to identify accessibility barriers.

Customer Service

Mackenzie Health is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

- All employees are trained on how to interact with customers of all abilities and we maintain records of the training that is provided.
- Assistive devices, service animals and support people are welcome at all Mackenzie Health locations.
- All employees and volunteers receive training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- We communicate with people with disabilities in ways that take into account their disability.
- Upon request, we provide accessible formats and communication supports for persons with disabilities. When requested we provide information in an accessible format that considers the individual's disability, at no extra cost and in a timely manner.
- We provide notice of temporary disruptions.
- We have created accessible ways for people to provide feedback about how we provide services to people with disabilities.
- We will continue to train new and current employees on accessible customer service.
- We will continue to enable customers to use assistive devices and welcome the assistance of service animals and support persons while on our premises.

Employment

Mackenzie Health is committed to fair and accessible employment practices.

Recruitment:

- All job postings include notice about the availability of accommodations for disabilities, where needed, to support participation in the recruitment process.
- Candidates who are selected for an interview and/or testing are notified that accommodations are available upon request.
- The Human Resources team will consult with candidates to provide or arrange for suitable accommodations.

Documented Individual Accommodation Plans:

- Mackenzie Health employees who require individual accommodation plans and return to work plans are supported through Mackenzie Health policies and procedures.
- We will continue to review documented processes and procedures to identify opportunities to enhance our current accommodation program.

Procurement

Mackenzie Health is committed, where possible, to include accessible design, criteria and features when purchasing new goods, services or facilities for our organization so that they are accessible to people with disabilities.

- We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, where possible. If it is not practical to do so, we will provide an explanation upon request.

Self-Service Kiosks

Mackenzie Health is committed to incorporating accessible features/ considering accessibility for people with disabilities when designing, procuring and acquiring self-service kiosks.

- We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Design of Public Spaces

Mackenzie Health will meet accessibility laws when building or making major changes to public spaces.

- We are committed to meeting accessibility laws when building or making major changes to public spaces.
- Accessibility inspections are conducted on an annual basis, with input from people with disabilities to identify and remove accessibility barriers.

For More Information

For more information on this accessibility plan, please contact the Accessibility Office at accessibility@mackenziehealth.ca

Our Accessibility Plan is publicly posted at: <https://www.mackenziehealth.ca/programs-services/accessibility>

Standard and accessible formats of this document are available free of charge. Requests can be sent to accessibility@mackenziehealth.ca