



Accessibility 2021 Update Report

The Hospital for Sick Children (SickKids) is committed to providing equitable treatment to people with disabilities with respect to the use and benefit of Hospital services, programs, goods and facilities. Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario hospitals must meet accessibility standards to identify, remove and prevent barriers.

SickKids is dedicated to being accessible and compliant in all accessibility standards and in creating a welcoming, barrier-free environment for patients, staff and the community. SickKids is also committed to ensuring that all persons within its community are aware of their rights and responsibilities to promote an accessible and inclusive environment with and for persons who have disabilities.

Website

Over the last few years, SickKids has focused on enhancing the AODA standards related to the Accessible Formats and Communication Supports. SickKids is committed to ensuring all content on the website for patients, families and staff are accessible and a new and improved external SickKids went live in December 2020 to achieve this goal and ensure the website conformed to the requirements of WCAG 2.0 Level AA. Continuous site improvement strategies are regularly employed and education including resources and training have been created to ensure the content published on the external website by staff on all SickKids sites are accessible.

Accessible Washrooms

Work has continued to implement barrier-free accessible and universal washrooms for patients and families throughout the hospital. There are two universal washrooms on the Main Floor of the hospital and on the 11th floor of Burton Wing. Multiple barrier-free washrooms with large adult change tables can be found in the Atrium and in the Black Wing on the service floor.

AODA Education

All staff at SickKids are required to complete two mandatory modules on the Accessibility Customer Service Standards and the Integrated Accessibility Standards Regulation. There is work underway to streamline the content of the modules into one mandatory module for completion.

Project Horizon

A major focus for SickKids is on Project Horizon and our new hospital campus. The project team completes extensive consultation with the Accessibility Steering Committee to ensure all AODA standards have either been met or exceeded. The SickKids Accessibility Steering Committee is comprised of a broad representation of key stakeholders including patients/families. The Committee is responsible for ongoing enhancements to accessibility at SickKids and advises senior management about matters related to the requirements of the AODA.

Executive Lead & Strategic Advisor, Equity Diversity, and Inclusion (EDI)

SickKids is proud to have welcomed the inaugural Executive Lead & Strategic Advisor for Equity, Diversity and Inclusion (EDI) that will help guide and advance the work to ensure SickKids remains an accessible place for all.