



Joseph Brant Hospital
Annual Accessibility Status Report 2019
December 2019

About Us

Joseph Brant Hospital offers a wide range of patient programs including Medicine, Surgery, Emergency, Critical Care, Maternal and Child, Mental Health and Rehabilitation/Complex Continuing Care. We also provide a number of clinical services such as ambulatory care, cancer care, diagnostic imaging, laboratory services, diabetes care, speech language pathology and ophthalmology.

Located in the Hamilton Niagara Haldimand Brant (HNHB) LHIN, Joseph Brant Hospital collaborates with other health service providers as we participate and support many key regional programs.

In 2017, the Hospital, Foundation, Government of Ontario and the City of Burlington partnered together to open our seven-story Patient Tower, the hospital's first major redevelopment in 40 years. In 2018, extensive renovations were completed in the North Tower. Accessible design features were incorporated in all elements of the redevelopment construction.

Joseph Brant Hospital's Commitment to Accessibility

In June 2005, the Ontario government passed *the Accessibility for Ontarians with Disabilities Act (AODA)*. The purpose of this enhanced Act is to implement and enforce standards of accessibility for all Ontarians. Joseph Brant's Accessibility Policy is consistent with the AODA, 2005 and the *Integrated Accessibility Standards (IASR)*, *Ontario Regulation 191/11*.

Joseph Brant Hospital is committed to quality patient care for all. We provide a wide range of inpatient, outpatient and outreach services efficiently and in partnership with others. In fulfilling our mission, we strive at all times to provide goods and services in a manner that respects the dignity and independence of people with disabilities. We are committed to ensuring people with disabilities have the same opportunity to access our services; in the same place and using similar means as all those in the community we serve.

Accessible formats and communication supports are available upon request.

Highlights of 2019 AODA Compliance

In addition to maintaining compliance with the AODA and the IASR, the hospital:

- A new fully accessible information desk was installed in the North Tower entrance.
- Inter-professional care desks were replaced with wheelchair accessible desks.
- Provided a valet parking service, free of charge, to allow patients and visitors direct access to a hospital entrance.
- Installed wheelchair scales in our ambulatory care clinics so patients confined to a wheelchair are able to be weighed without the necessity of leaving their chair.
- On the post-acute units, we have developed, and are piloting, a new Patient Oriented Discharge Summary that is aphasia friendly and also benefits those who have English as a second language.
- New grab bars were installed in all the washrooms in the Rehab Unit.
- Implemented new technology to allow patients accessible healthcare from the comfort of their own home:
 - We have partnered with HHS to provide our admitted stroke patients with a virtual consultation with their Stroke Neurologists. Reducing the need for patients to travel to the hospital.
 - Remote Patient Support through ATouchAway Application
 - aTouchAway by Aetonix Systems, is an easy-to-use mobile application that connects health care providers to patients and their circle of care. It enables patients to manage their care or recovery safely at home – reducing hospital visits, and improving the care experience.
 - Offered as a part of the discharge plan for:
 - Post-Operative Hip Replacement Patients allowing them to recover at the comfort of their own home.
 - Early Supportive Discharge Initiative in the Emergency Department and the Acute Integrated Care of Elderly Unit.
- INSPIRED Program: patients conducted a trial of a telehome medicine software, called Vivify from the Ontario Telemedicine Network. This pilot

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enabled patients with moderate-severe COPD to communicate with our COPD Educator and allowed them to monitor and receive care at home.

- Implemented MyChart a free, secure online tool providing patients access to medical records and personal health information. Access can be attained through any computer, allowing patients the opportunity to use their own accessible personal devices.

Examples of Past Achievements

Customer Service

- JBH Staff are educated on Accessibility of Ontario Act and Ontario's Customer Service Standard.
- Joseph Brant Hospital has access to immediate 24/7 over-the-phone interpretation with Access Alliance Language Services which has a complement of over 4,000 interpreters representing more than 170 spoken languages.
- JBH has implemented a process for hearing impaired patients. If the patient is hearing impaired and an American Sign Language Interpreter is required Interpreting Services can be pre-booked for scheduled meetings and appointments with the following in mind:
 - Bookings must be requested a minimum of 3 business days in advance
 - Requests can be made Monday to Thursday from 8 a.m. to 8 p.m., and Fridays from 8 a.m. to 5 p.m.
 - Interpreters are available during business hours, evenings, weekends and over holidays
 - Services are available on-site or by video remote interpreting
 - Anyone can request the service
 - Contact Ontario Interpreting Services, Central Booking:
 - Phone: 1-855-656-3748
 - TTY: 1-877-843-0368
 - Skype: callois.chs
 - E-mail: requests@oischs.ca
 - Fax: 1-855-656-3750

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- In cases of a sudden, unforeseen crisis that requires immediate American Sign Language Interpreter JBH has Emergency Interpreting Services that are offered 24 hours a day, 7 days a week, 365 days a year. Please Note: Emergency Interpreting Services may not be available at all times in all regions, this service can be contacted:
 - Phone 1- 866-256-5142
 - TTY: 1-866-831-4657
 - SMS/Text: 905-971-0564
 - Email: ois@answerplus.ca

Information and Communications

- The JBH website meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with Ontario's accessibility laws.

Employment

- All applicants are informed of the right to request accommodation during the recruitment and onboarding process. Our accessibility statement is published on our Careers Page, accessible to all potential applicants.

Procurement

- We have designed and implemented our procurement process to be reflective of Accessibility Standards.

Self-Service Kiosks

- All parking payment and self-service kiosks are accessible and meet the requirements of the legislation.
- Joseph Brant Hospital is committed to incorporating accessibility features/considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Contact Us

Joseph Brant Hospital has committed to streamlining the feedback process for customers with accessibility requests in order to maintain appropriate response times. To meet that commitment we have dedicated a specific email address accessibility@josephbranthospital.ca, monitored on a daily basis.

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