



Bridgepoint Hospital Accessibility Plan 2013-2020

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Accessibility Plan for Bridgepoint Hospital

This Bridgepoint Hospital accessibility plan outlines the actions that Bridgepoint Active Healthcare has taken and will put in place to foster a healthy, respectful, and positive hospital and work environment to facilitate barrier-free access to all services.

Affirmation Statement: Welcoming Accessible and Equitable Health Care for All

To acknowledge the needs of the communities we serve, Bridgepoint reiterates our longstanding commitment to affirm and protect the right to accessible, inclusive, secure, and respectful healthcare for all patients, the poor, the homeless, persons with disabilities and people with mental illnesses. It is the mission and tradition of Bridgepoint to provide compassionate care in a welcoming environment, embracing all races, cultures, classes, beliefs, ages, genders and sexual orientations.

Bridgepoint operates in full compliance with the Ontario Human Rights Code. To this end, policies with clear accountabilities have been implemented that affirm and protect the right to healthcare and treatment which is accessible, inclusive, secure, and respectful to all.

About Bridgepoint Active Healthcare

Bridgepoint Active Healthcare is transforming care for patients living with complex health conditions so they can live better. We have designed a system, based on four critical components that will allow us to diagnosis, treat, manage, research and teach leading healthcare practices for patients with multiple health conditions and also those in need of rehabilitation.

- **HOSPITAL** - our purpose-built hospital was designed to enable patients to be active in their care and is staffed by a highly skilled care team who work across disciplines to build one central care plan for patients.
- **RESEARCH** – our pioneering research is finding new ways to treat people that will immediately improve health outcomes, performance and system sustainability.
- **COMMUNITY** - we focus on transitioning patients back home and connect with primary care, home care and other community services to ensure that people can safely return to their homes and communities.
- **FOUNDATION** – the generosity of donors, sponsors, the Government of Ontario help fund our work to help people with complex health conditions live better.

Bridgepoint Hospital offers both inpatient and outpatient programs that focus on rehabilitative and complex care needs. We understand that the impacts of a patient's condition are not just physical: they have a ripple effect on their mental health, social life, job and family. We develop a single plan of action that is coordinated among multiple members of the care team – from specialists, social workers, nurses to help our patients live better.

Accessibility at Bridgepoint Hospital

Customer Service Standards

Bridgepoint Hospital is committed to providing our clients with the highest standard of customer service. We are committed to ensuring that all clients, regardless of ability, are provided with the service they require. The following chart outlines the Customer Service Standards outlined by the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)* and the actions Bridgepoint has taken to comply with the standards.

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
Establishment of Policies & Procedures (AODA, 2005, O. Reg. 429/07, s. 3)	Jan. 1, 2010	<i>1. Every provider of goods and services shall establish policies, practices, and procedures governing the provision of its goods or services to persons with disabilities (AODA, 2005,).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> There is an opportunity through the amalgamation of Bridgepoint Hospital and Mount Sinai Hospital to integrate the AODA committees, as well as harmonize policies across both sites. This work is underway.
		<p><i>2. The Provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following:</i></p> <p><i>a) goods and services are provided in a manner that respects the dignity and independence of persons with disabilities</i></p> <p><i>b) the provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person to obtain, use or benefit from the good or services</i></p> <p><i>c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> In addition to our 'Bridgepoint Hospital Customer Service Policy Statement: Providing Goods and Services to People with Disabilities' we have the following 8 policies, practices and procedures relating to the customer service standard.

Part I – Customer Service Standards

Regulation Section	Compliance Date	Requirements	Compliance Action
<p><i>Establishment of Policies & Procedures (AODA, 2005, O. Reg. 429/07, s. 3)</i></p>	<p>Jan. 1, 2010</p>		<p>We continue to be fully compliant with this regulation. Successfully met all the criteria of October 2012 AODA Compliance Review. Entire submission available</p> <p>We have the following Customer Service Policies in place:</p> <ul style="list-style-type: none"> • Pets/Animals in Facility Policy - Customer Service Policy: Providing goods and services to people with Disabilities • Ambulatory Services and Clinics - Customer Service Policy: Providing goods and services to people with Disabilities • Patient Wellness Programs - Customer Service Policy: Providing goods and services to people with Disabilities • External Service Providers - Customer Service Policy: Providing goods and services to people with Disabilities • Dental Clinic - Customer Service Policy: Providing goods and services to people with Disabilities • Use of Assistive Devices - Customer Service Policy: Providing goods and services to people with Disabilities • Communications Policy - Customer Service Policy: Providing goods and services to people with Disabilities • Feedback Management - Customer Service Policy: Providing goods and services to people with Disabilities

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
		<p>3. <i>The policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, or other measures which enable them to do so (AODA, 2005).</i></p>	We continue to be fully compliant with this regulation.
		<p>4. <i>When communicating with a person with disability a provider shall do so in a manner that takes into account the person's disability (AODA, 2005).</i></p>	We continue to be fully compliant with this regulation.
		<p>5. <i>Shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person (AODA, 2005).</i></p>	We continue to be fully compliant with this regulation.
Use of Service Animals and Support Persons (AODA, 2005, O. Reg. 429/07, s. 4)	Jan 1, 2010	<p>2. <i>If a person with disability is accompanied by a guide dog or other service animal, the provider of goods and services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises (AODA, 2005).</i></p>	We continue to be fully compliant with this regulation.
		<p>3. <i>If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable to person with a disability to obtain use or benefit from the provider's good or services (AODA, 2005).</i></p>	
		<p>4. <i>If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises (AODA, 2005)</i></p>	

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
		<p>5. The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises (AODA, 2005).</p>	We continue to be fully compliant with this regulation.
		<p>6. If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person (AODA, 2005).</p>	We continue to be fully compliant with this regulation.
		<p>7. The provider shall prepare documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person (AODA, 2005).</p>	We continue to be fully compliant with this regulation.
Notice of Temporary Disruptions (AODA, 2005, O. Reg. 429/07, s. 5)	Jan 1, 2010	<p>1. If there is a temporary disruption in particular facilities or services utilized by person with disabilities in whole or part, the provider shall give notice of the disruption to the public (AODA, 2005).</p>	We continue to be fully compliant with this regulation.

		<p>2. Notice of disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available (AODA, 2005).</p>	
		<p>3. Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances (AODA, 2005).</p>	<p>We continue to be fully compliant with this regulation.</p>
		<p>4. The provider shall prepare a document that set out the steps to be taken in connection with a temporary disruption and, upon request shall give a copy of the document to any person (AODA, 2005).</p>	<p>We continue to be fully compliant with this regulation.</p>
<p>Training for staff, etc. (AODA, 2005, O. Reg. 429/07, s. 6)</p>	<p>Jan 1, 2010</p>	<p>1. Every provider of goods or services shall ensure that the following persons receive training about the provision of its good or services to person with disabilities:</p> <ul style="list-style-type: none"> - Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee agent, volunteer, or otherwise. - Every person who participates in developing the provider's policies practices and procedures governing the provision of goods or services to members of the public or other third parties (AODA, 2005). <p>2. The training must include a review of the purposes of the Act and requirements of the Regulation and instruction about the following matters:</p> <ul style="list-style-type: none"> - How to interact and communicate with persons with various types of disability other service animal or the assistance of a support device 	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • Training for the Customer Service Standards has been delivered to all employees and volunteers since 2010.

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
		<ul style="list-style-type: none"> - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability - What to do is a person with a particular type of disability is having difficulty accessing the provider's goods or services (AODA, 2005). 	
		3. The training must be provided to each person as soon as practicable after he or she is assigned the application duties (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <p>All newly hired employees and volunteers complete the training (independent study + quiz) as part of their orientation to Bridgepoint.</p>
		4. This training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <p>Education is provided whenever there is a change to policies, practices and procedures. In addition, an annual accessibility tip sheet is distributed to staff and posted on the portal.</p>
		5. Shall prepare a document describing its training policy and the document must include a summary of the contents of the training and details of when the training is to be provided (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <p>A Bridgepoint accessibility training document outlines who receives training, when they receive training, content of the training, delivery of the training and record of the training.</p>
		6. Shall keep records of the training provided under this section including that dates on which the training is provided and the number of individuals to whom it is provided (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <p>Records of all mandatory training as well as the training documents and content are kept in Human Resources and/or Organizational Development and Education.</p>

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
Feedback Process for providers of goods or services (AODA, 2005, O. Reg. 429/07, s. 7)	Jan 1, 2010	1. Shall establish a process for receiving and responding to feedback about the manner in which it provides good or services to person with disabilities and shall make information about the process readily available to the public (AODA, 2005).	We continue to be fully compliant with this regulation.
		2. The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise (AODA, 2005).	
		3. The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received (AODA, 2005).	
		4. Shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person (AODA, 2005).	
Notice of Availability of documents (AODA, 2005, O. Reg. 429/07, s. 8)	Jan 1, 2010	1. Shall notify persons to whom it provides good or services that the documents required by the Regulation are available upon request (AODA, 2005).	We continue to be fully compliant with this regulation.
		2. The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances (AODA, 2005).	

Part I – Customer Service Standards

Regulation Section	Compliance Date	Requirements	Compliance Action
<p>Format of documents (AODA, 2005, O. Reg. 429/07, s. 9)</p>	<p>Jan 1, 2010</p>	<p><i>1. If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p>
		<p><i>2. The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p>

General Integrated Standards

Bridgepoint is committed to providing our clients with access to our documents in relation to the Integrated Standards of the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)*. We will provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The hospital will take the following steps to ensure compliance with all of the General Integrated Standards by each of their individual deadlines.

Part II – General Integrated Standards			
Regulation Section	Compliance Date	Requirements	Action
Establishment of Accessibility Policies (AODA, 2005, O. Reg. 191/11, s. 3)	Jan 1, 2013	<i>1. Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through the Integrated Standards (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> The Bridgepoint Hospital Accessibility Plan, 2013-2020 has been updated (2015). The accessibility plan is available in the accessibility section of the Bridgepoint website and hard copies are available upon request.

Part I – Customer Service Standards			
Regulation Section	Compliance Date	Requirements	Compliance Action
		<p>2. <i>Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <p>To acknowledge the needs of the communities we serve, Bridgepoint reiterates our longstanding commitment to affirm and protect the right to accessible, inclusive, secure, and respectful healthcare for all patients, the poor, the homeless, persons with disabilities and people with mental illnesses. It is the mission and tradition of Bridgepoint to provide compassionate care in a welcoming environment, embracing all races, cultures, classes, beliefs, ages, genders and sexual orientations. Our commitment to meeting accessibility needs is stated in the accessibility section of the Bridgepoint website.</p> <p>Bridgepoint operates in full compliance with the Ontario Human Rights Code. To this end, policies with clear accountabilities have been implemented that affirm and protect the right to healthcare and treatment which is accessible, inclusive, secure, and respectful to all.</p>

Part II – General Integrated Standards

Regulation Section	Compliance Date	Requirements	Action
		<i>3.a. Prepare at least one written document describing its policies; and (AODA, 2005)</i>	<p>We continue to be fully compliant with this regulation</p> <ul style="list-style-type: none">• We have documents located in our accessibility section of our website that describe our policies and commitment to meet the accessibility needs of persons with disability.

Part II – General Integrated Standards

Regulation Section	Compliance Date	Requirements	Action
		<p><i>3. b. Make the documents publicly accessible and provide them in an accessible format upon request.</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none">• Bridgepoint Hospital Accessibility Plan, 2013-2020 is posted in the accessibility section of the external web page.• Information on the availability of required documents in an accessible format is posted in the accessibility section of the website.

Part II – General Integrated Standards			
Regulation Section	Compliance Date	Requirements	Action
Accessibility Plans (AODA, 2005, O. Reg. 191/11, s. 4)	Jan 1, 2013	<i>4.a. Establish, implement, maintain, and document a multi-year accessibility plan (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> The Bridgepoint Hospital Accessibility Plan 2013-2020, has been updated December 2015.
		<i>4.b. Post accessibility plan on website, if any, and provide the plan in an accessible format upon request (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> The Bridgepoint Hospital Accessibility Plan, 2013-2020 is accessible through the: <ul style="list-style-type: none"> Bridgepoint Hospital intranet; and External web page – accessibility section. Information on the availability of the Bridgepoint Hospital Accessibility Plan, 2013-2020 in accessible formats is posted on the external web page–accessibility section.

Part II – General Integrated Standards

Regulation Section	Compliance Date	Requirements	Action.
		<i>4.c. Review and update the accessibility plans at least once every 5 years (AODA, 2005).</i>	We continue to be fully compliant with this regulation.

Part II – General Integrated Standards			
Regulation Section	Compliance Date	Requirements	Action
		<p>2. <i>Establish, review and update accessibility plans in consultation with persons with disabilities and if have established an accessibility advisory committee, must consult with the committee (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • An AODA committee has been established to review, revise and update the Bridgepoint Hospital Accessibility Plan, 2013-2020. • A link to provide feedback on the Bridgepoint Hospital Accessibility Plan 2013-20120 has been added to the accessibility section of the website to solicit feedback and consultation from patients, families and community members. • Future review and updates to the Bridgepoint Hospital Accessibility Plan, 2013-2020 will be made in consultation with persons with disabilities.
		<p>3.a. <i>Prepare an annual status report on the progress of measure taken to implement the strategy referenced in the clause (1); and (AODA, 2005)</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • Status report is prepared as part of the annual review process and is included in the plan.

		<p><i>3. b. Post the status report on their website, if any, and provide the report in an accessible format upon request (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • Status Report is posted as part of our accessibility plan.
<p><i>Procuring or acquiring goods, services, or facilities (AODA, 2005, O. Reg. 191/11, s. 5)</i></p>	<p>Jan 1, 2013</p>	<p><i>1. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so</i></p>	<p>We continue to be fully compliant with this regulation.</p>

Part II – General Integrated Standards			
Regulation Section	Compliance Date	Requirements	Action
Self-service kiosks (AODA, 2005, O. Reg. 191/11, s. 6)	Jan 1, 2013	<i>1. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> We have self-service kiosks in the parking garage and accessibility requirements were taken into account when acquiring as part of our design and purpose built facilities. There constant 2- way communication directly to staffed security office for immediate assistance <p>ODA design compliance and certification that construction in general was completed in accordance with the design.</p> <ul style="list-style-type: none"> ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, CAN/CSA B651 - Accessible Design for the Built Environment

		<p><i>2. Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self- service kiosks (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p>
<p><i>Training (AODA, 2005, O. Reg. 191/11, s. 7)</i></p>	<p>Jan 1, 2014</p>	<p><i>1. Provide training on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: all employees, volunteers, persons who participate in the development of the Organization's policies, persons who provide goods, services, facilities on behalf of the organization (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • All newly hired employees and volunteers complete the training (independent study + quiz) as part of their orientation to Bridgepoint. • Education is provided whenever there is a change to policies, practices and procedures. In addition, an annual accessibility tip sheet is distributed to staff and posted on the portal.

Part II – General Integrated Standards			
Regulation Section	Compliance Date	Requirements	Action
		<p>2. <i>Training shall be appropriate to the duties of the employees, volunteers and other persons (AODA, 2005).</i></p>	
		<p>3. <i>Every person shall be trained as soon as practicable (AODA, 2005).</i></p>	
		<p>4. <i>Training shall be provided in respect of any changes to the policies on an ongoing basis (AODA, 2005).</i></p>	
		<p>5. <i>Every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number to whom it is provided.</i></p>	
			<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> Records of all mandatory training as well as the training documents and content are kept in Human Resources and/or Organizational Development and Education.

Information & Communications Standards

Bridgepoint is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. The hospital will take the following steps to ensure compliance with all of the Information & Communication Standards, as outlined by the *Accessibility for Ontarians with Disabilities Act (AODA2005)*, by their individual deadlines.

Part III - Information & Communication Standards			
Regulation Section	Compliance Date	Requirements	Action
Feedback (AODA, 2005, O. Reg. 191/11, s. 11)	Jan 1, 2014	<ol style="list-style-type: none"> 1. <i>Processes for receiving and responding to feedback must be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request (AODA, 2005).</i> 2. <i>Notify the public about the availability of accessible formats and communication supports.</i> 	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • The patient relations office at Bridgepoint Hospital is physically accessible. Opportunities are available to provide feedback in multiple forms in order to ensure accessibility (i.e. in person, telephone, electronic communication, letters, interpreters, etc...)

Part III - Information & Communication Standards

Regulation Section	Compliance Date	Requirements	Action
<p>Accessible websites and web content (AODA, 2005, O. Reg. 191/11, s. 14)</p>	<p>January 1, 2014 - all new material Level A</p> <p>January 1, 2021 - all content Level AA</p>	<p><i>1. Shall make internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA (AODA, 2005).</i></p>	<p>We continue to be fully compliant with this regulation.</p> <p>Website:</p> <ul style="list-style-type: none"> The Bridgepoint external website has been tested against various accessibility standards, ensuring the site complies with legal requirements such as the Accessibility for Ontarians with Disabilities Act (AODA). Testing will be performed manually and using Total Validator against the WCAG 2.0 AA standard. Verification against CSS and HTML standards will also be tested. All PDF documents will also be made accessible. <p>Steps the site will take to ensure it continues to meet the accessibility requirements:</p> <p>Content:</p> <ul style="list-style-type: none"> Avoids complex page layouts & uses the simplest language possible Keeps navigation consistent Makes content appear and operate in predictable ways Provides features to help users navigate and find content Makes sure all content is keyboard accessible Uses images, graphs or photos to add meaning to the content <p>Text</p> <ul style="list-style-type: none"> Makes sure text is readable when enlarged (200%, 300%) Ensures sufficient color contrast <p>Headings</p> <ul style="list-style-type: none"> Uses well-structured content. Makes use of headings and lists to keep content easy to follow. <p>Alternative Text</p> <ul style="list-style-type: none"> Provides descriptive alternative text tags for images and menu items. Provides descriptive title tags and alternative text tags for hyperlinks Minimizes the use of "image of", "picture of", "link to", "click here", "read more" <p>Tables</p> <ul style="list-style-type: none"> Provides column and row headers for data tables Use data tables only if it is the best way to organize data. <p>Bridgepoint content writers have been trained on accessible writing for the web. They will also be trained on accessible documents and accessibility in HTML using their content management system.</p>

Employment Standards

Bridgepoint is committed to fair and accessible employment practices. The hospital will take the following steps to ensure compliance with all of the Employment Standards, as outlined by the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)*, by each individual deadline.

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
Recruitment General (AODA, 2005, O. Reg. 191/11, s. 22)	Jan 1, 2014	<i>Shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> All job postings both internal and external include language that advises applicants to notify Bridgepoint if they require accommodation in order to participate in the recruitment process. All external applicants who email a copy of their resume will receive a bounce-back message advising them that they may request accommodation needs if contacted for a pre-screen or an interview. Job applicants that are contacted for telephone pre-screening or for an in-person interview are notified of Bridgepoint's compliance with the AODA and are asked before beginning the process to inform us of any accessibility needs they may have. If a participant comes forward with a request for accommodation, HR will consult with the participant and put an accommodation process in place.
Recruitment, assessment or selection process (AODA, 2005, O. Reg. 191/11, s. 23)	Jan 1, 2014	<i>1. During recruitment shall notify job applicants that are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes being used (AODA, 2005).</i>	
		<i>2. If a selected participant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that take into account the applicant's accessibility needs.</i>	
Notice to successful applicants (AODA, 2005, O. Reg. 191/11, s. 24)	Jan 1, 2014	<i>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities (AODA, 2005).</i>	<p>We continue to be fully compliant with this regulation.</p>
Informing Employees of Supports (AODA, 2005, O. Reg. 191/11, s. 25)	Jan 1, 2014	<i>1. Shall inform employees of its policies used to support its employees with disabilities as soon as practicable after they begin their employment (AODA, 2005).</i>	

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
		<i>2. Information of policies shall be provided to new employees as soon as practicable after they begin their employment (AODA, 2005).</i>	<p>We are fully compliant with this regulation.</p> <ul style="list-style-type: none"> Any changes to existing policies on the provisions of job accommodations are provided to employees and posted and available on the intranet.
		<i>3. Shall provide updated information to employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability (AODA, 2005).</i>	

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
Accessible formats and communication supports for employees (AODA, 2005, O. Reg. 191/11, s. 26)	Jan 1, 2014	1. Where an employee with disabilities requests it, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> If an employee advises the employer of accommodation needs related to communication supports the employer will put forward a plan in order to provide or arrange for these supports in terms of information required for the employee to do their job, and information that is generally available to all staff. Job descriptions are available for staff to review their job requirements and can be altered into requested accessible formats.
		2. Shall consult with employee making request in determining the suitability of an accessible format or communication support (AODA, 2005).	
Workplace emergency response information (AODA, 2005, O. Reg. 191/11, s. 27)	Jan 1, 2012	1. Provide individualized workplace emergency response information to employees who have a disability, where necessary (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> Individualized workplace emergency response plans are developed and put in place for all employees who have a disability.
		2. If employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the employer will designate a person to provide assistance to the employee and provide that person with the individualized response information (AODA, 2005).	
		3. The information will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee disability (AODA, 2005).	

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
		<p>4. Shall review the individualized workplace emergency response information,</p> <p>a) when the employee moves to a different location in the organization;</p> <p>b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>c) when the employer reviews its general emergency response policies (AODA, 2005).</p>	<ul style="list-style-type: none"> These Plans are/have been reviewed and accepted by individual employees and respective managers/supervisors.
<p>Documented individual accommodation plans (AODA, 2005, O. Reg. 191/11, s. 28)</p>	<p>Jan 1, 2014</p>	<p>1. Shall develop and have in place a written process for the development of documented individualized accommodation plans for employees with disabilities (AODA, 2005).</p>	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> There is a documented process (available on request) for the development of individualized accommodation plans for employees with disabilities that includes all the listed requirements
		<p>2. The process for development shall include the following elements:</p>	

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
		<p>a) the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;</p> <p>b) the manner in which the employee is assessed on an individual basis;</p> <p>c) the manner in which the employee can request the participation of a representative from their bargaining agent, if applicable, or other representative from the workplace, in the development of the accommodation plan;</p> <p>d) the steps taken to protect the privacy of the employee's personal information;</p> <p>e) the frequency with which the individual accommodation plan will be reviewed and update and the manner in which it will be done;</p> <p>f) if an individual plan is denied, the manner in which the reasons for the denial will be provided to the employee; and</p> <p>g) the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability (AODA, 2005).</p>	
		<p>3. Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communication supports provided;</p> <p>b) if required, include individualized ; and workplace emergency response information</p> <p>c) identify any other accommodation that is to be provided (AODA, 2005).</p>	
Return to work process (AODA, 2005, O. Reg. 191/11, s. 29)	Jan 1, 2014	<p>1.a. Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>1.b. Shall document the process (AODA, 2005).</p>	We continue to be fully compliant with this regulation.

Part IV – Employment Standards			
Regulation Section	Compliance Date	Requirements	Action
		<p>2. The return to work process shall,</p> <p>a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>b) use documented individual accommodation plans as part of the process (AODA, 2005).</p>	
Performance Management (AODA, 2005, O. Reg. 191/11, s. 30)	Jan 1, 2014	1. Shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management in respect of employee with disabilities (AODA, 2005).	<p>We continue to be fully compliant with this regulation.</p> <ul style="list-style-type: none"> • New hires participate in a performance appraisal before their probation period concludes, and after that they participate every two years. Managers discuss any accommodation plans the employee may already have in place, or ask whether one needs to be put in place for them. • Managers ask the employee before they begin the appraisal process, whether they have any accommodation needs in order to fully participate. • Internal job postings contain language asking candidates to come forward with any accommodation needs that they may require • During the meeting/interview process accommodation needs will be discussed and arrangements will be made. During performance appraisals career advancement discussions take place and accommodation needs are reviewed. • Employees who are being redeployed are asked whether they have any accommodation needs before placing them into a new position/department. Transfer letters contain language informing successful candidates to advise Human Resources if accommodation is necessary.
Career development and advancement (AODA, 2005, O. Reg. 191/11, s. 31)	Jan 1, 2014	1. Shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities (AODA, 2005).	
Redeployment (AODA, 2005, O. Reg. 191/11, s. 32)	Jan 1, 2014	1. Shall take into account the accessibility needs of its employees with disabilities as well as individual accommodation plans, when redeploying employees with disabilities (AODA, 2005).	

Transportation Standard

Bridgepoint is committed to meeting the transportation needs of people with disabilities. Although Bridgepoint Hospital does not provide any transportation services to those with disabilities, the hospital has taken the following steps to ensure compliance with the Transportation Standard outlined by the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)*.

Part V – Transportation Standard			
Regulation Section	Compliance Date	Requirements	Action
Public sector organizations (AODA, 2005, O. Reg. 191/11, s. 76)	July 1, 2011	<i>76. Designated public sector organizations (including hospitals) that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request (AODA, 2005).</i>	<p>Bridgepoint Hospital DOES NOT provide any transportation services to people with disabilities. However, Bridgepoint does provide assistance to acquire an equivalent mode of transportation:</p> <ul style="list-style-type: none"> • We assist in booking accessible vehicles ie, Wheel Trans, and accessible taxis. We have a TTC Wheel Trans assessor that comes directly to the hospital on a monthly basis to assess and if eligible register patients for the service. • Bridgepoint provides complimentary telephones, at hospital entrance, with a direct line to a contracted taxi company. The service is self-pay, but does provide access to accessible cars and vans provided by the taxi company.

Built Environment Standard

Bridgepoint is committed to creating an environment that takes into consideration the specific needs of persons with disabilities. The hospital will take the following steps to ensure compliance with all of the Built Environment Standards, as outlined by the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)*, by their individual deadlines.

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
<p>Outdoor public use eating areas, application (AODA, 2005, O. Reg. 191/11, s. 80.16, O. Reg. 413/12 s. 6)</p>	<p>January 1, 2016</p>	<p>(1) <i>the requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization intends to maintain and that fall within the description set out in subsection (2).</i></p> <p>(2) <i>The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as recreational experience.</i></p>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, <i>CAN/CSA B651 - Accessible Design for the Built Environment</i> Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 DSAI certification that the building is substantially complete in accordance with the design

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
Exterior paths of travel, general (AODA, 2005, O. Reg. 191/11, s. 80.22, O. Reg. 413/12 s. 6)	January 1, 2016	<i>Obligated organizations shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in the part.</i>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant.
Exterior paths of travel, technical (AODA, 2005, O. Reg. 191/11, s. 80.23, O. Reg. 413/12 s. 6)	January 1, 2016	<i>When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations shall ensure that new and redeveloped exterior paths meet the following requirements:</i>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, <i>CAN/CSA B651 - Accessible Design for the Built Environment</i> Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 DSAI certification that the building is substantially complete in accordance with the design
		<i>1. the exterior path must have a minimum clear width of 1,500mm, but this clear width can be reduced to 1,200mm to serve as a turning space where the exterior path connects with a curb ramp.</i>	
		<i>2. where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.</i>	
		<i>3. The surface must be firm and stable.</i>	
		<i>4. The surface must be slip resistant.</i>	

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Regulation	Compliance	Requirements	Action
Section	Date		
		<p>5. where an exterior path has openings in its surface,</p> <ul style="list-style-type: none"> i. the openings must not allow passage of an object that has a diameter of more than 20 mm and, ii. Any elongated openings must be oriented approximately perpendicular to the direction of travel. 	
		<p>6. the maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.</p>	
		<p>7. the maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.</p>	
		<p>8. the exterior path must meet the following requirements:</p> <ul style="list-style-type: none"> i. it must have a 1:2 bevel at changes in level between 6 mm and 13 mm 	

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
		<p>ii. it must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</p> <p>iii. It must have maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</p> <p>iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.</p>	
		<p>9. the entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design.</p>	
<p>Exterior paths of travel, ramps (AODA, 2005, O. Reg. 191/11, s. 80.24, O.Reg. 413/12 s. 6)</p>	<p>January 1, 2016</p>	<p>Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:</p> <p>1. The ramp must have a minimum clear width of 900 mm.</p>	<p>We are compliant with this regulation.</p>
		<p>2. The surface of the ramp must be firm and stable.</p>	
		<p>3. The surface of the ramp must be slip resistant.</p>	
		<p>4. The surface of the ramp must have a maximum running slope of no more than 1:15.</p>	

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Regulation Section	Compliance Date	Requirements	Action
		<p><i>5. the ramp must be provided with landings that meet the following requirements:</i></p> <ul style="list-style-type: none"><i>i. landings must be provided,</i><ul style="list-style-type: none"><i>A. at the top and bottom of the ramp,</i><i>B .where there is an abrupt change in direction of the ramp, and</i><i>C .at horizontal intervals not greater than 9 m apart.</i><i>ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.</i><i>iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramps for an in-line ramp.</i><i>iv. Landings must have a cross slope that is not steeper than 1:50</i>	

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Regulation Section	Compliance Date	Requirements	Action
		<p><i>6. Where a ramp has openings in its surface,</i></p> <ul style="list-style-type: none"><i>i. The openings must not allow passage of an object that has a diameter of more than 20 mm, and</i><i>ii. Any elongated openings must be oriented approximately perpendicular to the direction of travel.</i>	

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Regulation Section	Compliance Date	Requirements	Action
		<p><i>7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,</i></p> <ul style="list-style-type: none"> <i>i. Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-section dimension is not more than 57 mm,</i> <i>ii. Be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,</i> <i>iii. Terminate in a manner that will not obstruct pedestrian travel or create a hazard,</i> <i>iv. Extend horizontally not less than 300 mm beyond the top and bottom of the ramp,</i> <i>v. Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and</i> <i>vi. Be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.</i> 	<ul style="list-style-type: none"> • All ramps/exterior sloped walkways are equipped with handrails meeting AODA standards. Newly installed handrails meet AODA standards.

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Regulation Section	Compliance Date	Requirements	Action
		<p>8. where the ramp is more than 2,200 mm in width,</p> <p>i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and</p> <p>ii. the handrails must meet the requirements set out in paragraph 7.</p>	
		<p>9. the ramp must have a wall or guard on both sides and where a guard is provided, it must,</p> <p>i. Be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and</p> <p>ii. Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.</p>	<ul style="list-style-type: none"> All ramps/exterior sloped walkways meet AODA standards. Newly installed handrail at Administration building meets AODA standards.
		<p>10. The ramp must have edge protection that is provided,</p> <p>i. With a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or</p> <p>ii. With railing or barriers that extend to within 50 mm of the finished ramp surface.</p>	
Exterior paths of travel, stairs (AODA, 2005, O. Reg. 191/11, s. 80.25, O. Reg. 413/12 s. 6)	January 1, 2016	<p>Where the stairs connect to exterior paths of travel, the stairs must meet the following requirements:</p> <p>1. The surface of the treads must have a finish that is slip resistant.</p>	

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Regulation Section	Compliance Date	Requirements	Action
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		<p>2. <i>Stairs must have uniform risers and runs in any one flight</i></p> <p>3. <i>The rise between successive treads must be between 125 mm and 180 mm</i></p> <p>4. <i>The run between successive steps must be between 280 mm and 355 mm</i></p> <p>5. <i>Stairs must have closed risers</i></p> <p>6. <i>The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.</i></p> <p>7. <i>Stairs must have high tonal contrast marking that extend the full tread width of the leading edge of each step</i></p> <p>8. <i>Stairs must be equipped with tactile walking surface</i></p>	
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Regulation Section	Compliance Date	Requirements	Action
		<p><i>indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,</i></p> <ul style="list-style-type: none"> <i>i. Have raised tactile profiles,</i> <i>ii. Have a high tonal contrast with the adjacent surface, iii. Be located at the top of all flights of stairs, and</i> <i>iv. Extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair</i> 	<ul style="list-style-type: none"> • ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> • Compliance with ODA 2001 legislation • Compliance with the Canadian Standards Association's, <i>CAN/CSA B651 - Accessible Design for the Built Environment</i> • Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> • Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 • DSAI certification that the building is substantially complete in accordance with the design
		<p>9. <i>Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24.</i></p>	<ul style="list-style-type: none"> • Newly installed handrails meet AODA standards.
		<p>10. <i>A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edge of the stairway nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.</i></p>	

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
		<p>11. Where stairs are more than 2,200 mm in width, i. One or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and ii. The handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24.</p>	
<p>Exterior paths of travel, curb ramps (AODA, 2005, O. Reg. 191/11, s. 80.26, O. Reg. 413/12 s. 6)</p>	<p>January 1, 2016</p>	<p>Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:</p> <ol style="list-style-type: none"> 1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides. 2. The running slope of the curb ramp must, <ol style="list-style-type: none"> i. Be a maximum of 1:8, where elevation is less than 75 mm, and ii. Be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less 	<p>We are compliant with this regulation.</p> <p>We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is compliant.</p> <p>Our documentation confirms ODA design compliance and certification that construction in general was completed in accordance with the design.</p> <ul style="list-style-type: none"> • ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> • Compliance with ODA 2001 legislation • Compliance with the Canadian Standards Association's, CAN/CSA B651 - Accessible Design for the Built Environment • Compliance with Section 2.2.6 Accessibility of the Bridgepoint Health Project Agreement – Schedule 15 • Compliance with the Annual Accessibility Plan for Bridgepoint Health, March 2006 • DSAI certification that the building is substantially complete in accordance with the design

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Regulation Section	Compliance Date	Requirements	Action
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		<p>3. <i>The maximum cross slope of the curb ramp must be no more than 1:50</i></p>	
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		<p>4. <i>The maximum slope on the flared side of the curb ramp must be no more than 1:10</i></p>	
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		<p>5. <i>Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</i></p> <ul style="list-style-type: none"> <i>i. Have raised tactile profiles,</i> <i>ii. Have a high tonal contrast with the adjacent surface,</i> <i>iii. Are located at the bottom of the curb ramp,</i> <i>iv. Are set back between 150 mm and 200 mm from the curb edge,</i> <i>v. Extend the full width of the curb ramp, and</i> <i>vi. Are a minimum of 610 mm in depth.</i> 	
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<p>Exterior paths of travel, depressed curbs (AODA, 2005, O. Reg. 191/11, s. 80.27, O. Reg. 413/12 s. 6)</p>	<p>January 1, 2016</p>	<p><i>Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:</i></p> <ul style="list-style-type: none"> <i>1. The depressed curb must have a maximum running slope of 1:20</i> <i>2. The depressed curb must be aligned with the direction of travel</i> 	
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		<p>3. <i>Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</i></p> <ul style="list-style-type: none"> <i>i. Have raised tactile profiles,</i> <i>ii. Have high tonal contrast with the adjacent surface,</i> <i>iii. Are located at the bottom portion of the depressed curb that is flush with the roadway,</i> <i>iv. Are set back between 150 mm and 200 mm from the curb edge, and</i> <i>v. Are a minimum of 610 mm in depth.</i> 	
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Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
Exterior paths of travel, accessible pedestrian signals (AODA, 2005, O. Reg. 191/11, s. 80.28, O. Reg. 413/12 s. 6)	January 1, 2016	(1) Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, CAN/CSA B651 - Accessible Design for the Built Environment Compliance with Section 2.2.6 Accessibility of the Bridgepoint Health Project Agreement – Schedule 15 Compliance with the Annual Accessibility Plan for Bridgepoint Health, March 2006 DSAI certification that the building is substantially complete in accordance with the design
		(2) accessible pedestrian signals must meet the following requirements: <ol style="list-style-type: none"> They must have a locator tone that is distinct from a walk indicator tone They must be installed within 1,500 mm of the edge of the curb They must be mounted at a maximum of 1,100 mm above ground level They must have tactile arrows that align with the direction of crossing They must include both manual and automatic activation features They must include both audible and vibro-tactile walk indicators 	
		(3) where two accessible pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart	
		(4) where the requirements in subsection (3) cannot be met because of the site constraints or existing infrastructure, two accessible pedestrian signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active.	

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
Exterior pathways of travel, rest areas (AODA, 2005, O. Reg. 191/11, s. 80.28, O. Reg. 413/12 s. 6)	January 1, 2016	<p><i>When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:</i></p> <p><i>1. shall consult with the public and persons with disabilities.</i></p>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is compliant.
Application, off-street parking (AODA, 2005, O. Reg. 191/11, s. 80.32, O. Reg. 413/12 s. 6)	January 1, 2016	<p><i>Obligated organization shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this part</i></p>	<p>We are compliant with this regulation.</p>
Types of accessible parking spaces (AODA, 2005, O. Reg. 191/11, s. 80.34, O. Reg. 413/12 s. 6)	January 1, 2016	<p><i>Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:</i></p> <p><i>1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”</i></p> <p><i>2. Type B, a standard parking space which has a minimum width of 2,400 mm</i></p>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is compliant. Additional signage to be added.

Part VI – Built Environment Standard			
Regulation Section	Compliance Date	Requirements	Action
Access aisles (AODA, 2005, O. Reg. 191/11, s. 80.35, O. Reg. 413/12 s. 6)	January 1, 2016	<i>(1) access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities</i>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, <i>CAN/CSA B651 - Accessible Design for the Built Environment</i> Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 DSAI certification that the building is substantially complete in accordance with the design
		<i>(2) access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirement:</i> <ol style="list-style-type: none"> they must have a minimum width of 1,500 mm they must extend the full length of the parking space they must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface 	
Minimum number and type of accessible parking spaces (AODA, 2005, O. Reg. 191/11, s. 80.36, O. Reg. 413/12 s. 6)	January 1, 2016	<i>(1) off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:</i> <ol style="list-style-type: none"> one parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer. 	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is compliant.

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Regulation Section	Compliance Date	Requirements	Action
		<p>2. 4% of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:</p> <p>i. Where even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of Type A parking space and Type B parking space must be provided</p> <p>ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd- numbered space, may be a Type B parking space.</p>	
		<p>3. one parking space for the use of persons with disabilities and an additional 3% of parking spaces for the use of person with disabilities, where there are between 101 and 200 parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2i and 2ii, rounding up to the nearest whole number.</p>	<ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design.

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Regulation Section	Compliance Date	Requirements	Action
		<p>4. two parking spaces for the use of person with disabilities and an additional 2% of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratios set out in subparagraphs 2i and 2ii, rounding up to the nearest whole number.</p>	
		<p>5. eleven parking spaces for the use of persons with disabilities and an additional 1% of parking spaces for the use of person with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for persons with disabilities in accordance with the ratios set out in subparagraphs 2i and 2ii, rounding up to the nearest whole number.</p>	
		<p>(2)If an obligated organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.</p>	
		<p>(3)In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, the organization may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience.</p>	

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Regulation Section	Compliance Date	Requirements	Action
		<p>(4)for purposes of subsection (3), the following factors may be considered in determining user convenience:</p> <ol style="list-style-type: none"> 1. Protection from the weather 2. security 3. lighting 4. comparative maintenance 	
<p>Signage (AODA, 2005, O. Reg. 191/11, s. 80.37, O. Reg. 413/12 s. 6)</p>	January 1, 2016	<p>Obligated organizations shall ensure that parking spaces for the use of persons with disabilities are required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990</p>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> • We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. • ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> • Compliance with ODA 2001 legislation • Compliance with the Canadian Standards Association's, CAN/CSA B651 - Accessible Design for the Built Environment • Compliance with Section 2.2.6 Accessibility of the Bridgepoint Health Project Agreement – Schedule 15 • Compliance with the Annual Accessibility Plan for Bridgepoint Health, March 2006 • DSAI certification that the building is substantially complete in accordance with the design
<p>On-street parking spaces (AODA, 2005, O. Reg. 191/11, s. 80.38, O. Reg. 413/12 s. 6)</p>	January 1, 2016	<p>(1) when constructing or redeveloping existing on-street parking spaces, designated public sector organization shall consult on the need, location and design of accessible on- street parking spaces and shall do so in the following manner:</p> <ol style="list-style-type: none"> 1. designated public sector organizations must consult with the public and persons with disabilities 	
<p>Application (AODA, 2005, O. Reg. 191/11, s. 80.40, O. Reg. 413/12 s. 6)</p>	January 1, 2016	<p>(1) obligated organizations shall meet the requirements set out in this Part in respect to the following:</p> <ol style="list-style-type: none"> 1. all newly constructed service counters and fixed queuing guides 2. all newly constructed or redeveloped waiting areas 	

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Regulation Section	Compliance Date	Requirements	Action
		<i>(2) for the purposes of the Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors</i>	
Service counters (AODA, 2005, O. Reg. 191/11, s. 80.41, O. Reg. 413/12 s. 6)	January 1, 2016	<p>1. <i>there must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</i></p> <p>2. <i>each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</i></p> <p><i>(2) the service counter that accommodates mobility aids must meet the following requirements:</i></p> <p>1. <i>the countertop height must be such that it is usable by a person seated in a mobility aid</i></p> <p>2. <i>there must be sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required.</i></p> <p>3. <i>the floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid</i></p>	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> Compliance with ODA 2001 legislation Compliance with the Canadian Standards Association's, <i>CAN/CSA B651 - Accessible Design for the Built Environment</i> Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 DSAI certification that the building is substantially complete in accordance with the design

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Regulation Section	Compliance Date	Requirements	Action
Fixed queuing guides (AODA, 2005, O. Reg. 191/11, s. 80.42, O. Reg. 413/12 s. 6)	January 1, 2016	<p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. the fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices 2. the fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction 3. the fixed queuing guides must be cane detectable 	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> • We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is ODA compliant. Our documentation confirms ODA design compliance and certification that construction was completed in accordance with the design. • ODA design analysis and compliance report clearly states that the design is generally compliant with the following accessibility benchmarks: <ul style="list-style-type: none"> • Compliance with ODA 2001 legislation • Compliance with the Canadian Standards Association's, CAN/CSA B651 - Accessible Design for the Built Environment • Compliance with Section 2.2.6 Accessibility of the <i>Bridgepoint Health Project Agreement – Schedule 15</i> • Compliance with the <i>Annual Accessibility Plan for Bridgepoint Health</i>, March 2006 • DSAI certification that the building is substantially complete in accordance with the design
Waiting areas (AODA, 2005, O. Reg. 191/11, s. 80.43, O. Reg. 413/12 s. 6)	January 1, 2016	(1) when constructing a new waiting area or redeveloping an existing waiting area, where seating is fixed to the floor, a minimum of 3% of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.	
		(2) for the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait	

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<p>Maintenance of accessible elements (AODA, 2005, O. Reg. 191/11, s. 80.44, O. Reg. 413/12 s. 6)</p>	<p>January 1, 2016</p>	<p><i>In addition to the accessibility plan requirements set out in section 4, obligated organizations shall ensure that their multi- year accessibility plans include the following:</i></p> <ol style="list-style-type: none"> <i>1. procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part,</i> <i>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</i> 	<p>We are compliant with this regulation.</p> <ul style="list-style-type: none"> • We have confirmed, (with our project consultant and accessibility consultant,) that Bridgepoint Hospital is compliant. • Facilities Management Department has a comprehensive Preventative Maintenance and Replacement Program. • Procedures are in place for routine maintenance and emergency disruptions or loss of service. • Staff are onsite and on call 24/7 and there is 24/7 Call Centre that facilitates prompt