

Progress Report: WRHA Implementation of the Accessibility for Manitobans Act

November 2017

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The Customer Service Standard of the Accessibility for Manitobans Act (AMA) took effect November 1, 2017. This report examines progress on the commitments made in the WRHA's Accessibility Plan over the past year.

BARRIER REMOVAL AND PREVENTION IMPLEMENTATION ACTION PLAN

The WRHA's action plan to address identified barriers (<http://www.wrha.mb.ca/accessibility/files/accessibility-plan.pdf>) began with achievable goals for every site and program across the WRHA.

The actions are informed by the WRHA Barriers Survey, and additional barriers identified by staff and WRHA engagement volunteers.

ATTITUDINAL BARRIERS: OCCUR WHEN PEOPLE THINK AND ACT BASED ON FALSE ASSUMPTIONS

ACTION

1. Develop AMA training module for the Learning Management System (LMS).

In progress: The Customer Service Training was developed with videos purchased from the Society for Manitobans and the module was launched on the LMS September 8, 2017. Staff were informed of the training and mandatory deadline of November 1, 2017 through memos to Org Chiefs and in repeated messages posted in the Health Care Connection. Approximately 1000 staff, mainly those who do not have access to the LMS as they do not have a work email address, have also been trained in group settings to date.

As of November 15, 2017, the LMS records 14,093 WRHA staff having completed the training (which excludes those trained in a group setting and not through the LMS). A report through SAP shows that 9,773 of 24,774 WRHA employees (39%) have completed the training. This is likely an underestimate of completion. The discrepancy can be attributed to exclusions on the SAP report for

- employees who have not connected their SAP and LMS accounts
- people who have left the organization or are currently on leave (counted on LMS and not SAP)
- people who are not paid through the SAP system (e.g. physicians, contractors, researchers, DSM employees)
- people trained in a group setting whose completion has not yet been uploaded to SAP

Although the training is described as mandatory for all to complete by November 1, 2017, it was decided that in light of the major organizational changes underway, Org Chiefs would be encouraged to make their best efforts without aggressive follow-up. All staff will continue to be encouraged to complete the training as soon as possible and it will be included in onboarding of new employees.

2. Create an overarching policy addressing the required elements of the AMA's Customer Service Standard.

Complete: This policy was developed and approved by the Policy Committee November 17, 2017. It will now be sent to WRHA Executive Council for final approval.

3. Create an Accessibility hub of resources on the WRHA Accessibility Site.

Complete: The "hub" – called Accessibility Tools – was launched on Insite in September 2017 (<http://home.wrha.mb.ca/accessibility/index.php>). The site contains links to the LMS, as well as alternate formats for the training for those without LMS access. It also contains a number of tools and links that can be used to improve accessibility for sites and programs.

4. Develop a process for the Accessibility Committee to identify track, and review actions regarding accessibility complaints received through the Client Relations Office and RL6, a risk management software program.

Complete: The Client Relations Officer sits on the Accessibility Planning Committee and has committed to bringing forward any accessibility-related complaint. As an example, a complaint was received about the accessibility of the WRHA's AGM. This was escalated and the client's complaints will be addressed and they will be invited to participate on the planning committee for the next AGM. A guide for planning accessible events has also been circulated.

5. Support sites' and programs' accessibility committees established to further identify and implement concrete and achievable barrier prevention and removal actions

Ongoing: Accessibility Coordinator and the Accessibility Planning Committee (APC) remain available to support sites and programs as needed.

6. Explore adding language to all employee job descriptions outlining expectations that support compliance with the AMA.

Planned: This will be required under the next AMA standard, Accessible Employment. The APC will work with Human Resources to provide feedback on the standard and to implement its requirements. A draft of the standard suggests that elements like training on accommodation for employers will be required. This will be part of the active work of the APC going forward.

INFORMATION & COMMUNICATION BARRIERS: OCCUR WHEN INFORMATION IS OFFERED IN A FORM THAT WORKS FOR SOME PEOPLE, BUT NOT ALL.

ACTIONS

7. Develop and provide clear print guidelines for use by all WRHA sites and programs.

Complete: The decision was made not to recreate this as an excellent resource already exists in the public domain. The Disabilities Issues Office has a number of resources posted including print guidelines. The link posted on the Accessibility Tools page provides access to a Print Communications Checklist (http://www.accessibilitymb.ca/pdf/checklist_communications.docx).

8. Ensure all public facing staff are aware of available Language Access services

Ongoing.

9. Ensure all public facing staff are aware of available Indigenous Health Patient Services

Ongoing.

10. Develop implementation processes and identify costs to provide an encrypted electronic communication option to enable the exchange of personal health information between health care providers and patients who are not able to obtain or provide information using existing WRHA communications means.

Stalled: There are currently no applications supported by Manitoba e-Health Services which will provide sufficient safeguards to meet the requirements of the Personal Health Information Act (PHIA). A provider-to-provider application for encrypted text messaging is currently being piloted but it is not clear if this would be an option for provider-to-patient communication. This is an organizational risk, as we are unable to accommodate the communication needs of certain people and groups, such as some people with hearing or communication disorders.

TECHNOLOGICAL BARRIERS: INFORMATION AND SERVICES THAT ARE PROVIDED USING TECHNOLOGY THAT IS NOT ACCESSIBLE.

ACTIONS

11. Develop a plan to prepare WRHA site and program websites to meet Web Content Accessibility Guidelines 2.0, Level AA

In progress: The WRHA and Communications Department have committed to doing a full redevelopment of the WRHA website (www.wrha.mb.ca) to meet Web Content Accessibility Guidelines 2.0, Level AA, to be completed by December 2018.

SYSTEMIC BARRIERS: POLICIES OR PROCEDURES THAT GIVE UNEQUAL ACCESS OR EXCLUDE PEOPLE.

ACTIONS

12. Develop an event planning accessibility checklist for use by all WRHA sites and programs.

Complete: The Disabilities Issues Office has a number of resources posted including guidelines for holding an accessible event. A link posted on the Accessibility Tools page provides access to Event Planning Checklists (http://www.accessibilitymb.ca/pdf/checklist_event_planning.docx and http://www.findmyspark.ca/sites/default/files/resource_files/accessible_events_booklet_eng.pdf).

PHYSICAL AND ARCHITECTURAL BARRIERS: WHEN THE ENVIRONMENT PRESENTS CHALLENGES THAT MAKE IT DIFFICULT FOR SOME PEOPLE TO GET INTO A PLACE

ACTIONS

13. Introduce processes to ensure there are sufficient wheelchairs and staxi chairs readily available at entrances throughout the day

Ongoing

14. Explore the feasibility of creating discharge loading zone pick up spots or increasing time limits for discharge loading spots

Ongoing

15. Finalize processes for the provision of employee ergonomic assessments, recommendations and purchases of specialized equipment related to accommodation requests and maintain data related to these requests.

In progress: This will also be part of the Accessible Employment Standard so will be addressed specifically in the work of the APC going forward.

Occupational and Environmental Safety and Health have also been working on this.