

**MCGILL UNIVERSITY HEALTH CENTRE
2016-2018 ACTION PLAN
REGARDING PEOPLE WITH DISABILITIES**

PREAMBLE

By virtue of article 61.1 of the *Act to Secure Handicapped Persons in the Exercise of Their Rights With a View to Achieving Social, School and Workplace Integration*, the Ministries, the vast majority of public bodies, including healthcare institutions, as well as municipalities of more than 15,000 people, must create, adopt, and publicize an action plan regarding people with disabilities. More specifically, the law provides that this action plan must be based on identified and noted obstacles to the integration of disabled people and must expressly lay out what measures will be taken to overcome them in the coming years. This approach should be understood to be a continuous and evolving process.¹

OVERVIEW OF THE MUHC

The McGill University Health Centre (MUHC) is among the leading university health centres offering tertiary and quaternary (complex) care. Following in the tradition of medical leadership established by its founding hospitals, the MUHC offers multidisciplinary care of exceptional quality, centered on the needs of the patient and in a bilingual environment. Affiliated with McGill University's Faculty of Medicine, the MUHC contributes to the evolution of both pediatric and adult medicine by attracting clinical and research leaders from all over the world, evaluating cutting-edge medical technologies, and training tomorrow's healthcare professionals.

In collaboration with our network partners, we are building a better future for our patients and their families; for our employees, professionals, researchers and students; for our community and above all, for life.

Our mission is fourfold: Clinical Care, Research, Teaching and Health technology assessment

OUR VISION

As one of the world's foremost academic health centres, the MUHC will assure exceptional and integrated patient-centric care, research, teaching and technology assessment.

OUR VALUES

Service: Patients and their families are our *raison d'être*. We provide compassionate multidisciplinary care of the highest quality and safety throughout a person's lifespan. We relate to patients and their families in a transparent way that respects their dignity as well as their cultural and linguistic needs.

Innovation: We foster a culture of inquiry and innovation. We make evidence-informed decisions. We strive continuously to improve our efficiency and efficacy.

Leadership: We develop, use and disseminate continuously new knowledge and expertise that can benefit patients locally and globally. We exercise our influence with a view to improving the functioning of the healthcare system at the local, regional, national and international levels.

Partnership: We work in collaboration with our employees, our ambassadors, as well as our health network partners locally, nationally and internationally to ensure comprehensive integrated services across the continuum of care for the population we serve.

EACH YEAR:

- We receive over 715,000 ambulatory visits, including 177,000 emergency department visits
- We receive about 40,000 inpatients
- We perform about 35,000 surgeries
- We deliver about 3,000 babies

TEAM MAKEUP:

Our team is made up of:

- 10,400 nurses and hospital staff
- 1,587 doctors, dentists and pharmacists
- 2,100 research staff
- 550 researchers
- 1,000 graduate and post-doctoral students
- over 2,200 volunteers.

Our mandate is to provide tertiary and quaternary care to the population of Montreal and Quebec. In other words, care that requires complex surgery, emergency care or specialized treatment that calls for technically sophisticated care.

OUR INSTITUTIONS

Spread out over six hospitals in Montreal, the MUHC supports eight clinical missions and offers over 70 specialty health services.

RESEARCH

Internationally renowned, the Research Institute of the MUHC has a stellar reputation in biomedical and healthcare science. Last year alone, we had:

- Ongoing research projects in collaboration with 51 countries worldwide
- 1,800 peer-reviewed scientific publications
- 1,600 research projects (clinical trials and others)
- 185,105 research participants

TEACHING AND EDUCATION

Affiliated with the Faculty of Medicine of McGill University, the MUHC cultivates an environment that allows students, postgraduate residents and fellows to develop professionally while contributing to patient well-being. Every year, we welcome students from across the health spectrum into our hospitals, contributing to the next generation of healthcare providers.

RUIS-MCGILL

In an area spanning 63 per cent of the territory of the province of Quebec – and which includes 7 different regional authorities, the MUHC is the only university health care centre, 2 CIUSSS, 3 CISSS and three other health centres – RUIS McGill works to offer better access to health care for a population of 1.8 million people.

Within the regions of its territorial responsibility, McGill University's *Réseau Universitaire Intégré de Santé* (RUIS) supports healthcare delivery, teaching, research and technology assessment.

THE MCGILL UNIVERSITY HEALTH CENTRE'S (MUHC) BOARD OF DIRECTORS

The McGill University Health Centre's (MUHC) Board of Directors is made up of representatives from the community and clinical councils of the MUHC. The Board of Directors meets at least six times a year. Members also sit on the Board's various committees and working groups. The Board of Directors is responsible for managing the MUHC's affairs by setting and monitoring the goals and orientations of the activities of the hospital while putting in place its administrative structure.

MUHC COMMITTEES

The Board of Directors is composed of committees and councils that meet regularly in between Board meetings.

- Governance and Ethics Committee (obligatory)
- Vigilance Committee (obligatory)
- Audit Committee (obligatory)
- Quality and Risk Management Committee (obligatory)
- User's Committee (obligatory)

COORDINATOR AND PERSON RESPONSIBLE FOR THE MUHC ACTION PLAN REGARDING HANDICAPPED PERSONS

Vincenzo Altomonte, Associate Director, Human Resources

MEMBERS

Mona Arsenault, MUHC Patient's Committee
Michael Cianci, Finances
Lyne Noël, Respiratory Services
Filomena Pietrangelo, Occupational Health and Safety
Nancy Posel, Patient Education Office
Francine Robillard, MUHC Planning and Redevelopment Office
Lisa Rosati-White, MUHC User's Committee
Catherine Robineau, Human Resources
Joanne Stamegna, Ambulatory Care Services
Maia Aziz, Learning and Organizational Development
Alison Laurin, Communications
Marie Serdynska, Sociocultural Consultation and Interpretation Services (SCIS)
Dahlal Mohr-Etzeki, McConnell Resource Centre

As you can see above, this committee works with the patients on the MUHC User's Committee. Mona Arsenault and Lisa Rosati-White, both of whom have a physical handicap and who are determined to ensure that handicapped persons are represented on this working committee. Our goal is to meet the needs of this clientele and to improve access to our services and facilities.

COMPLAINTS RECEIVED OVER THE LAST THREE YEARS

2016-2017 Results

According to the data transmitted by the local Ombudsman for complaints and quality of services, over the last three years the MUHC has received complaints with respect to accessibility for persons with disabilities in the following sectors:

- Signage
- Heavy doors that require patients in motorized wheelchairs to be accompanied
- Lack of access to telephones for the hard of hearing
- Bathrooms that are too small for patients in motorized wheelchairs
- Access to food in the cafeterias

The MUHC Ombudsman's office receives about 20 complaints each year regarding problems related to accessibility for persons with handicaps. This number is decreasing due to all of the work that has been put into upgrading access. This year, four cases remain open. These cases concern adding parking spaces for drivers who use wheelchairs, adding push-buttons to open the doors for three bathrooms, easing the difficulty of opening other non-automatic doors, and fixing other doors that don't meet the required norms for width, that is, doors that are too narrow to admit wheelchairs.

These are the suggestions and information that we have received:

- Complete an evaluation of the physical premises for each of the MUHC sites.
- Have bathrooms reserved for persons with physical disabilities.
- Move the take-a-number machines found in clinic entrance areas in order to make the clinics more accessible for disabled persons.
- Provide access to a telephone with a direct line to Adapted Transport.
- Increase the time allotted to enter elevators and provide a tool to help push elevator buttons.
- Have parking spots at the main entrances that are adapted to accommodate people who have limited mobility or a physical handicap.
- Improve signage
 - Enlarge the letters on MUHC signs and notices.
 - Lower the sign showing the map of the Glen site and enlarge the lettering. Make it available in Braille.
 - Increase the number of coloured arrows on the floors, especially in medical imaging and ultrasound areas.
 - Provide medical information in clear and simple language, to make it more accessible for patients and visitors.

2017-2018 Results

Complaints regarding language and physical access to areas for those with reduced mobility problems or for those people using crutches, walkers, etc.

Nature of the complaints and improvements made:

1. Doors: Some doors are very heavy and therefore difficult to open for this population. In order to improve the situation, the degree of resistance of more than 650 doors was adjusted, a process that will continue until all of the doors (1,000) are adjusted. In addition, the doors to the physiotherapy clinic are now automatic and the doors to the bathrooms have been made larger.
2. Bathrooms: Three bathrooms were modified in order to be more accessible and useable for people in wheelchairs; the modifications included the doors, the placement of the soap dispenser, etc.
3. Parking: Additional parking spaces – reserved for use by patients with reduced mobility who have a parking sticker – were added to the parking lot.
4. Available wheelchairs: More wheelchairs were added for the Adult hospital sites in order to respond to demand.
5. Snow clearing on access ramps: At times, users complained that the access ramp was poorly maintained following a snowfall. Follow-ups were made at the beginning of winter with the company responsible for snow clearing in order to improve service and security for users during the winter.
6. A new kind of button (larger and easier to use) for automatic doors was installed at the entrance to the Royal Victoria Hospital at the Glen site.
7. The amount of time that elevator doors remain open at the entrance to the Royal Victoria Hospital at the Glen site was increased in order to help those with limited mobility.

Language and communication:

It should be noted that when the question of language is raised at the MUHC, the complainants are reporting about responders who aren't speaking English or French. These complaints are dealt with in cooperation with their manager, supervisor or department head through annual and one-time reminders.

1. Both an annual and a one-time reminder of the MUHC's Linguistic Policy (ADM 690) were given to all the members of the Council of Physicians, Dentists and Pharmacists by the Directorate of Professional Services with respect to the importance of communication with users and with users' preferred language of choice.
2. For communications issues related to specific individuals, the managers of those individuals have been asked to coach the people in question.
3. Language rights are also touched on during orientation days for residents and new students.
4. A clinical form was removed from use because it was not bilingual.

ACTION PLAN FOR THE INTEGRATION OF DISABLED PEOPLE

Last March, the MUHC tabled an action plan for 2016-2018 regarding the Equal Access to Employment Program. The plan contains numerous initiatives intended to facilitate access to employment and benefit persons with disabilities that are either already in effect or that will come into effect over the next few years. These initiatives are as follows:

MEASURES RELATED TO HUMAN RESOURCES

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
	Specify in all job postings and offers that the institution is applying an equal opportunity employment program and that candidacies of people who are part of the targeted groups are encouraged to apply.	K. Salvetti	Ongoing	Number of job postings that encourage candidacies among people from the intended groups.	All job postings since April 2016	Ongoing
	Diversify recruitment sources (agencies, classified ads, community organizations, educational institutions, job centres, professional associations, etc.) in order to reach the targeted groups.	K. Salvetti	Ongoing	Number of recruitment sources used	<ul style="list-style-type: none"> - Schools, LinkedIn, - Santé Montréal, - Facebook, MUHC site, professional orders, Indeed, Workopolis, word of mouth - Initiate contact with organizations which specialize in developing employability skills of members of targeted groups. 	Ongoing

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
	Establish new partnerships with organizations whose mandates specifically include supporting the integration of persons living with a physical disability into a work environment.	K. Salvetti	Ongoing	Number of partnerships and number of job postings		Ongoing
	Specify in job postings that workplace adaptations can be put in place in order to meet the needs of persons living with disabilities.	K. Salvetti	Ongoing	Number of job postings that specify workplace adaptations	All job postings since April 2016	Ongoing

	Adapt assessment tools for persons with disabilities or handicaps	K. Salvetti	Ongoing	Number of requests for the use of assessment tools	Adaptations available No requests	Ongoing
	Verify that professional requirements do not contain unjustifiably negative effects on people from the targeted groups	K. Salvetti	Ongoing	Number of updated job descriptions	About 500 job descriptions	Ongoing
	Train those who are responsible for analyzing which job titles are at risk for discrimination with respect to job descriptions and requirements	K. Salvetti	Ongoing	Number of people trained	Internal movement team and external recruitment team (February 2017)	Ongoing
	Sensitize those who evaluate prospective candidates for the risks of discrimination against the targeted groups	K. Salvetti	Ongoing	Number of related trainings	Internal movement team and external recruitment team (February 2017)	Ongoing
	Offer training and development activities to human resources personnel regarding the hiring and ongoing employment of persons with handicaps	K. Salvetti	Ongoing	Number of people trained	Internal movement team and external recruitment team (February 2017)	Ongoing
Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
	Train and sensitize the personnel responsible for the selection process regarding arrangements for evaluating the competencies of persons with disabilities	K. Salvetti	2018	Number of people trained	N/A	2018
	Develop a list of candidacies for people from the targeted groups and approach them regarding their candidacy	K. Salvetti	2018	Number of people approached	N/A	2018

Adapt means of communication on an as-needed basis for persons with disabilities who wish to know about the possibilities of promotion and other personnel movement	K. Salvetti	2018	Number of requests for adaptation	N/A	2018
Design an orientation and integration program that specifically includes information regarding the policy to fight workplace harassment and the Equal Access to Employment Program	E. Leiriao	Ongoing	<ul style="list-style-type: none"> - Integration of the policy into the orientation program - Number of attendees on orientation day 	<ul style="list-style-type: none"> - Adding of a mention of the Equal Access to Employment Program – and of the measures available to accommodate those concerned – to the orientation day documents - All new employees (1152 in 2017) 	Ongoing
Make special adaptations for entry-level jobs to accommodate persons with disabilities who meet job requirements	F. Pietrangelo	Ongoing	Number of requests for adaptations	<ul style="list-style-type: none"> - Accommodation possible - no requests 	Ongoing

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
	Adapt means of communication to meet the specific needs of those persons with disabilities attending training sessions	K. Salvetti	Ongoing	Number of requests for adaptations	<ul style="list-style-type: none"> - Accommodation possible - No requests 	Ongoing
	Implement training and sensitization programs for managers and overall supervisors regarding their need to acknowledge their duty to make accommodations for disabled persons	F. Pietrangelo E. Leiriao	Ongoing	Number of managers trained	<ul style="list-style-type: none"> - Coaching for the relevant managers, as needed - 20 in 2017 	Ongoing

	Inform those people who have been selected that adaptive measures are offered to persons with handicaps based on their needs in order to enable their full participation	K. Salvetti	Ongoing	Number of measures implemented	-Possible measures mentioned in job postings -No requests	Ongoing
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MEASURES RELATED TO COMMUNICATIONS

The MUHC currently offers the following services:

- Wheelchair-accessible locations for public events;
- Access to all information in both official languages (French and English)
- Written guidelines for patient education, intended to help produce written information while taking into account all levels of reading and comprehension

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Objectives 2017-2018
Access to information	<p>Make available information about programs offered by the government for the support of children with handicaps.</p> <p>Circulate the OPHQ brochure <i>Financial Support Programs for Children With Disabilities and Their Family</i>. Make it available and provide the link to the OPHQ site on the MCH website, in waiting rooms and outpatient ambulatory clinics and in the MCH Patient Resource Center.</p>	J. Asselstine	2018	The brochure is accessible on the website and available in waiting rooms and clinics.	<p>Brochures have been made available throughout the year and are currently available at the MCH Patient Resource Centre, all the clinic areas and each of the MCH Allied Health departments for staff to give directly to their clients</p> <p>The brochure is also available on the MCH website – under Social Work, where there are multiple listings for resources for families.</p>	<p>Continue to ensure availability of this important resource.</p> <p>Also make it available at other patient resource centres to increase access and visibility: Cedars Cancer Centre and the McConnell Family Resource Centre.</p> <p>Post the MUHC Action Plan Regarding Persons with Handicaps in French and English on both the MUHC and MCH internet platforms (April-May-2018)</p>
Posting of the MUHC Plan of Action regarding Handicapped		J. Asselstine				Post the MUHC Plan of Action regarding Handicapped Persons in French and in English on the MUHC and MCH websites

Persons						
Staff awareness training	Include images of persons living with disabilities in different communication tools	J. Asselstine	2017	The number of communication tools that include images of persons living with disabilities	Every issue of En-Bref spotlights patients with different health conditions. Stories have been written about patients with different conditions or incapacities. Graphics are always included in our publications.	Write special articles about services for patients/families with specific impairments: visual, motor or hearing Refer to “universal access” as a broader concept of inclusivity. Develop an inventory of departmental/clinical training offered to sensitize MUHC staff/users and make available the PP presentations on the intranet and internet where feasible. For example, Literacy Week – January 24, 2018 – Conference on “Hearing: First Step to Literacy”
Access to information	Improve accessibility of internet and intranet	C. Bilodeau / E. Leroux-Lafortune	2018	Newly designed intranet and internet platforms	The MUHC will launch its new intranet site in March 2018	Supplier is conforming to SGQRI document accessibility standards . The MUHC will launch a new internet site in 2019. Requirements will be made in the call for bid to guarantee internet compatibility with different software programs to accommodate people with different types of incapacities. Efforts will be made to assure that the 3 SGQRI Standards for Accessibility are respected for both the intranet and internet sites with regards to - website content

						<ul style="list-style-type: none"> - downloadable documents - multimedia on a website <p>The Communications Dept will circulate documentation about the above accessibility standards to key patient service areas to ensure <u>understanding and compliance</u>: Patient Education Office, Nursing, Library Services and Patient Resource Centres, Recruitment, Learning, Social Services, etc.</p>
Access to information	Improve access to videos on the website that are not yet subtitled	C. Bilodeau	2018	Number of videos accessible to disabled persons	<p>100% of the videos produced by the Communications Department in 2016-2017 were offered in English and/or French with subtitles. These videos were posted on a variety of media outlets: MUHC internet and plasma screens, MUHC Today, Facebook, Instagram and VIMEO.</p> <p>Total – 16 videos</p>	<p>VIMEO</p> <p>Continue producing videos highlighting MUHC mission, (patient care , research, training and technology assessment) with appropriate subtitles.</p> <p>Create internet and intranet links to VIMEO for ongoing reference to these MUHC stories.</p> <p>Produce a video during Disability Week in June 2018 highlighting the conference speakers and MUHC adaptation services.</p>
Access to information and staff awareness training	Take the need for interpreting into account during public events and offer the services of interpreters	R. Fahey	2018	Number of events where interpreting services are offered	<p>2016 – 2017</p> <p>The MUHC Sociocultural Consultation and Interpretation Service (SCIS) works to advance the equitable delivery of health care at the Montreal Children's Hospital through</p>	<p>2017-2018</p> <p>A commitment has been made to offer interpreting services for the June 15, 2018 MUHC public Board of Directors Meeting (ASL and LSQ Sign Language and audio</p>

					<p>the following services: - linguistic and cultural interpretation; library services; intercultural consultations.</p>	<p>recordings) to encourage participation and promote inclusivity.</p> <p>Outreach will be made to key community organizations to inform them of this activity of public interest.</p> <p>During the Quebec Government's awareness campaign with regards to people living with handicaps (OPHQ), we plan to offer information sessions to familiarize various departments with the different web-accessibility guidelines.</p> <p>Public documents that conform to Regulation A2.1 will be made accessible on the internet site.</p> <p>Develop and publicize available interpreting resources available in the Montreal region</p> <p>Provide a link for Universal Access about available MSSS services on the intranet and internet to benefit both staff and patients.</p>
Access to information	Improve access to information for the hearing impaired throughout the MUHC	J. Asselstine	2018	Number of times that this service is used	<p><u>External client</u>: has this technology on their mobile device or tablet</p> <p><u>Internal employee</u>: The MUHC would need to purchase appropriate software programs</p>	<p>Recruit a patient representative who lives with a hearing impairment to work with the MUHC Committee Regarding People With Disabilities to help us improve services for this population</p> <p>Ensure that public documents that conform to the A2.1</p>

						<p>regulation are accessible in adapted formats</p> <p>Make sure that both our internet and intranet sites are compatible with software to facilitate access to documents for the hard of hearing</p> <p>(Accessibility guides for the hard of hearing)</p>
Access to information	Improve access to information for the visually impaired throughout the MUHC	J. Asselstine	2018	Number of times that this service is used	<p><u>External client:</u> has this technology on their mobile and computer devices</p> <p><u>Internal employee:</u> The MUHC would need to purchase JAWS* or appropriate software programs</p> <p>-</p>	<p>Recruit a patient representative with visual impairment to work with the MUHC Committee Regarding People With Disabilities to help us improve services for this population.</p> <p>Make sure that both our internet and intranet sites are compatible with software such as JAWS and ZOOMTEXT to facilitate access to documents for the visually impaired (accessibility guides for the visually impaired).</p> <p>Ensure that public documents are accessible in adapted formats in conformity with the A2.1 Regulation.</p> <p>* JAWS for Windows intercepts info on computer screens and transmits into Braille or vocal synthesis / it is the interface.</p> <p>Jaws also replaces mouse commands and offers easy shortcuts for the visually impaired</p> <p>Also compatible with Zoomtext for screen enlargement</p>

Access to information	Write all health education materials to be accessible at a standard reading level. For 2017-2018: Write all documentation to meet the criteria of the Low Vision or Low Hearing Accessibility Guides.	J. Asselstine	Ongoing	Number of times that this service is used		Share the three Standards of Web Communication and Accessibility Guides for texts with other concerned depts., Patient Education Office, eLearning, Nursing, Patient Resource Centers, Call Centre, Users Committee, Library Services, key leadership, etc.
Staff awareness training	Promotion : of the Quebec Week for Disabled Persons (1st week of June), including the distribution of brochures about the week produced by the MSSS, the writing of an article about it, and presentations by speakers at various sites.	J. Asselstine	2017-18	Use all MUHC communication platforms to share information about these activities		This event to be planned for June 2018. The theme for 2018 – "Together, Building a more inclusive society" Different activities will be organized to promote a better understanding of the needs of persons with different types of disabilities and how best to work with them. We plan to invite several conference speakers to address key topics related to this year's theme and to different types of disabilities. Specific conferences could be taped and offered in webinar format on both the LMS and internet site to facilitate accessibility and promote broader participation by members of the MUHC community. Promote benefits of integrating persons with impairments and their unique sensitivities
Staff Awareness Training	Offer training workshops to sensitize staff about health equity and discrimination issues.	E. Leiriao	Ongoing			Work with the Learning and Organizational Development sector to

						offer and promote workshops for MUHC staff and managers to address: <ol style="list-style-type: none"> a) the importance of inclusivity b) prejudices, stereotypes and discrimination, and c) how to best handle specific situations as they come up. d) available resources
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MEASURES RELATED TO ACCESSIBILITY AND SAFETY AT THE SITES

There are many different buildings on the MUHC sites, including the Royal Victoria Hospital, the Montreal Chest Institute, the Montreal Children's Hospital and the Cedars Cancer Centre at the Glen site; the Montreal General Hospital, the Montreal Neurological Hospital, the Lachine Hospital and the Research Institute.

The MUHC at the Glen site is a redevelopment project that dates from 2015 and is not included in the context of the "Act to Secure Handicapped Persons in the Exercise of Their Rights With a View to Achieving Social, School and Workplace Integration (Chapter E-20.1) adopted in 1978 and modified on December 17, 2004" with an enforcement date of January 1, 2026.

Furthermore, the MUHC at the Glen was designed to meet the Building Construction norms and codes that are in effect today, including:

- Accessible bathrooms
- Standard clearance in all rooms
- Reception desks at heights that are wheelchair-friendly
- Handrails that meet building code standards
- Barrier-free access to the building, including automatic door opening
- Anti-skid staircases
- Access ramps
- Reserved parking spaces
- Special measures taken in case of building evacuation for people with reduced mobility
- Elevators with audible signals
- Signage featuring pictograms
- Visual and audible alarms in all care units
- Obstacle-free bathrooms and showers

That said, following a request from the MUHC Users Committee, we have taken steps to have a study done on the environment and accessibility to the MUHC's Glen site. Undertaken by a researcher at the *Université de Montréal's* School of Design, the study focuses on existing interior spaces, including walkways and access to public spaces like main entrances, waiting areas, elevator halls, the cafeteria and bathrooms. Basically, this project is limited to descriptions, including support photos of the public spaces. In that sense, it is a descriptive rather than a prescriptive exercise. Issues related to access that arise from this report will be addressed over the next 24 months. The other sites of the MUHC (MGH, MNH, Lachine Hospital) are generally up to code, with some corrective measures proposed and already planned to take place over the next nine years.

Since the Montreal Neurological Hospital belongs to McGill University and we therefore receive no funding (PCFI) for its upkeep, and since any shortcomings identified at the Lachine Hospital will be corrected as part of its modernization project, we will not be discussing them in this document.

We should note that the funds necessary to make the changes mentioned below will have to be taken from the MUHC's active maintenance budget and that it will be necessary to make certain organizational decisions in order to prioritize the work to be undertaken.

POSSIBLE CORRECTIVE MEASURES TO TAKE AT THE GLEN

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
Public bathroom doors	Adjust door weight for ease of use	I. Franco	2019		In progress	100%
Signage	Add Braille characters to elevators	I. Franco	2019		No action taken to date	40%

MEASURES RELATED TO ACCESSIBILITY AND SAFETY AT THE SITES - POSSIBLE CORRECTIVE MEASURES TO TAKE AT THE MGH

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
Unobstructed passageways (entrances)		I. Franco	2019		In progress	100%
Bathrooms	Convert urinals and toilets to universal accessibility standards for at least one public bathroom per floor	I. Franco	2019		In progress	50%
Exterior ramps and alleys	Add where they are missing	I. Franco	2019		In progress	100%
Signage	Adapt signs to meet the needs of the visually impaired	I. Franco	2019		No action to date	40%

Parking	Add parking spaces for those with limited mobility	I. Franco	2019		In progress	100%
Showers and tubs	Add support bars and/or convert to meet universal accessibility standards	I. Franco	2019		No action to date	70%
Waiting and meeting rooms with fixed seats	Add spaces for wheelchairs	I. Franco	2019		No action to date	100%
Fountains	Make wheelchair-accessible	I. Franco	2019		No action to date	50%
Telephone counters	Make wheelchair-accessible	I. Franco	2019		No action to date	50%

MEASURES RELATED TO SUPPLY

Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
Access to equal employment	<p>1.The following section will be included in the MUHC Procurement and Contracting Policy for the Acquisition of Goods, Services and Construction Work (MMA 050) :</p> <p>Provision of goods and Services to improve accessibility for persons with disabilities</p> <p>“As part of the MUHC’s procurement procedures, the various organizations should consider, and if possible, prioritize the purchase (or lease) of movable or immovable goods, and/or access to services. To do this, each purchasing department will be responsible for taking accessibility into account in its processes and</p>	M. Cianci	2018	Updating of the policy	None	Modification of the policy (if necessary)

	<p>policies, as well as in its internal directives requesting purchase of goods and services (such as furniture and work spaces, office supplies, printers and multifunction devices, computers and peripherals, telephones, etc”</p> <p>The purchasing departments of public institutions are therefore expected to play a significant role in the acquisition of accessible products. They are asked to evaluate the different products or services taking into account the obstacles that they may present for a disabled person, depending on the disability in question.</p> <p>The purchasing department will present whatever tools have been made available to help the organizations in their efforts to make their services accessible to the disabled. It will also help sensitize staff to the different experiences with which they live (especially visual impairments, reduced mobility, hearing loss, cognitive disability, or autism).</p>					
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Obstacles	Measures	Person Responsible	Timeline	Indicators of Results	Results 2016 - 2017	Goals 2017 - 2018
	2. A slide will be included in the presentation on managing relations with MUHC clients, which promotes this initiative. It will be shown in monthly meetings with the different departments during which we will highlight details and changes in departmental policies. (see point 3).	M. Cianci	2018	Updating of the presentation	None	Schedule annual meetings with the main departments
	3. As a result of these initiatives, we will enforce these requirements to support changes made to individual policies and procedures, with the intention of including specific provisions for each department. (For example, the IT department is responsible for specifying the requirements for printers, telephones, computers, etc.).	M. Cianci	2018	Validation that the policy has been applied by the MUHC procurement team	None	Ensure policy compliance

ADOPTION AND DISTRIBUTION

Following its adoption by the MUHC Management Committee / Comité de gouverne clinique, the MUHC is committed to publicize this action plan. It will be put up on its website and on the MUHC intranet.