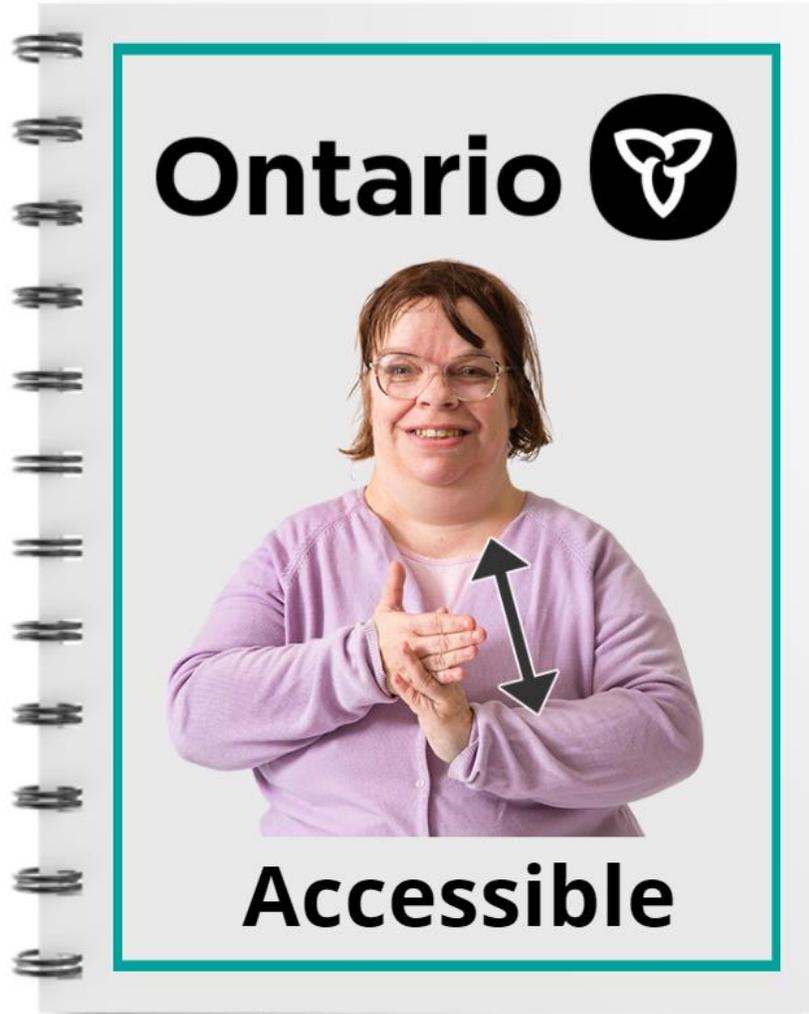


Health Care Standards

Easy Read



This is a summary of what the Healthcare Standards Development Committee recommends to improve accessibility in Ontario health care for people with disabilities.

It explains important parts of their report and is not official government policy or law.

The full Healthcare Standards Development Committee recommendations report can be found here:

<https://www.ontario.ca/page/development-health-care-standards-final-recommendations-report-2022>

If you have any questions about this information or accessibility requirements in Ontario that exist now, you may contact healthSDC@ontario.ca

What is this report about?

- Some people with disabilities do not get the help they need when they go to the hospital. This is not fair and has to change.
- The government asked a group of people from Ontario who know a lot about disabilities and health care to give their best ideas on how to make health care better for everyone.
- This group met many times for five years. They wrote down their ideas and asked people in Ontario what they thought about these ideas.
- This report has 20 ideas of what needs to happen in Ontario so that all hospitals care for people with disabilities the right way.

The 20 Health Care Recommendations

What are they by the way?

- These are the 20 ideas or “health care standards” that the committee came up with for what they think Ontario should do.

1

Every hospital needs someone whose job is to help make sure the hospital can give people with disabilities the care they need and follow the accessibility rules or standards.



2

Nothing about us without us.

- Hospitals need to work together with people with disabilities.
- This will make sure hospitals follow the rules to help people with disabilities.



3

When the hospital buys new equipment, they have to make sure that what they get will work for people with disabilities.

People with disabilities should help to make those decisions.



4

Make sure that there is the right equipment for people with disabilities.

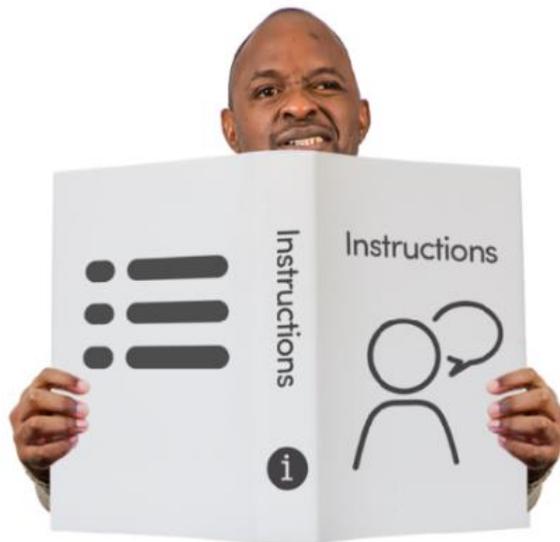
Make sure that people who work in the hospital know how to use the equipment.



5

Every hospital needs enough money for hospitals to pay for equipment that people with disabilities can use.

There needs to be information on where the equipment is and how to use it.



6

Hospital staff should write down what kind of help or support a person with a disability needs when they come to a hospital.

This information can be shared with all of the hospital staff – only if the person with a disability says it is OK.



7

Hospitals need to make sure that everyone understands **inclusion**.

Hospitals also need to make sure everyone knows it is important to include people with disabilities so they always get the care they need.

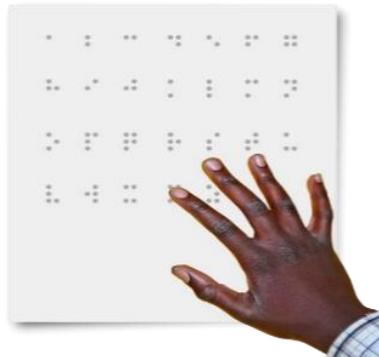


8

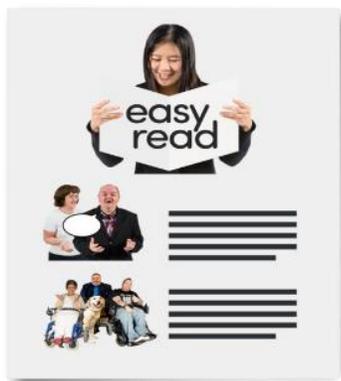
Make sure that people with disabilities who need help:

- To speak, sign or show what they want.
- To understand what other people are saying.

Can get the help that they need



Communicate



9

Some people with disabilities will need help from people they know when they are in the hospital. Hospitals need rules to allow these people to come into the hospital to help.

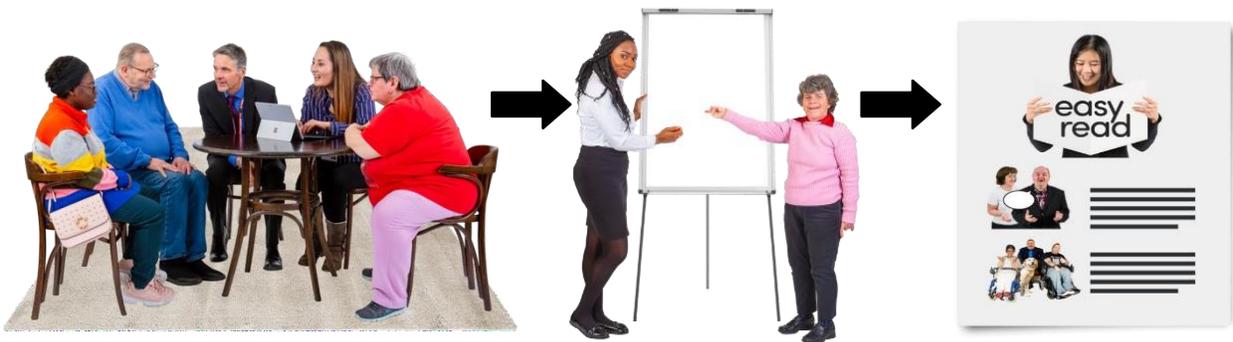


10

All hospital staff need to do training to work with people with disabilities.

The government needs to work with people with disabilities and other experts to make **new** and **better** training.

Ontario 



11

There are many things about disability and accessibility that all the people who work in hospitals need to learn about.

People with disabilities have to be part of the team that makes the training and it has to be accessible to everyone.



12

When people start working in a hospital, they have to do training about working with people with disabilities. They have to update their training every year.



13

All the health care providers need to learn about disability and accessibility to be able to work in Ontario.

They need to write down that they have done this training every time they get their licence renewed that lets them be a health care provider.



14

Every hospital has to show that they think that making sure all people with disabilities are included and get the help they need is very important.



15

- If a patient with a disability has a problem at a hospital, they have to be able to let the hospital know what went wrong.
- They should get the help they need to do this.
- Information on how to do this has to be easy to understand.



Complain



16

All hospitals have to show that their hospital is accessible to people with disabilities as part of **accreditation**.

What is **accreditation**?

- When a group says the hospital has done a good job.
- Every hospital gets reviewed to show that it is following the rules and giving excellent care.



17

Every 5 years, hospitals have to show that they are accessible to all people with disabilities.

A team will come from outside the hospital to check on all the hospitals to see how they are doing.



18

- Government needs to make sure that all hospitals make changes so that health care works for all people with disabilities.
- Government will check how hospitals are doing.
- Hospitals will have to show what they are doing well.
- Hospitals will also have to show what is a problem and how they are fixing it.



19

The government works to make sure everyone in Ontario knows about this report to make sure health care works for all people with disabilities.

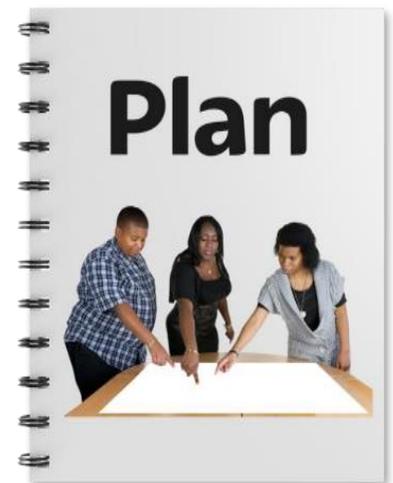
This can be with commercials, and signs or posters, and different things people may read or hear.



20

Government and hospitals must learn about what went wrong for people with disabilities during COVID and make a plan to make sure this does not happen again.

If there is another health emergency, a disability team will give advice to government on how to make health and health care safe for people with disabilities during the emergency.



Important words and what they mean

- **Standards:** these are rules that everyone should do. A standard might be for the hospital or for the people who work in hospitals or for government or other groups.
- **Accessibility:** When a hospital is “accessible”, it means that even if you have a disability, you can still go there. It means no one is left behind or should have a hard time getting help because of their disability. It is there for everyone to be able to use.
- **Accreditation:** This is when a group of people from outside the hospital see how well a hospital is working. If they are doing what they are supposed to do, then they get “accredited”. It is like getting a stamp of approval for doing things the right way.

This easy read guide was co-created by self-advocate advisors and staff at the Health Care Access Research and Developmental Disabilities Program (H-CARDD) and the Azrieli Adult Neurodevelopmental Centre (CAMH).

We thank them for their input and feedback.



Health Care Access Research
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