

The Hospital for Sick Children **2022–2026 Accessibility Plan**



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About The Hospital for Sick Children

The Hospital for Sick Children (SickKids) has been changing the game for paediatric health care since it became the first children’s hospital in Canada in 1875. Affiliated with the University of Toronto, SickKids is one of Canada’s most research-intensive hospitals and has generated discoveries that have helped children globally. Its mission is to provide the best in complex and specialized care; promote a culture centred around patient and family experience; pioneer scientific and clinical advancements; foster an academic environment that nurtures health-care professionals; and champion an accessible, comprehensive and sustainable child health system. In 2025, SickKids is celebrating 150 years of excellence in children’s health, continuing to advance Precision Child Health, its groundbreaking movement to deliver individualized care, including responsibly using artificial intelligence to improve clinical care and research. SickKids is proud of its vision for Healthier Children. A Better World.

You can find more information [about the hospital](#) on [SickKids website](#).

SickKids commitment to accessibility planning

SickKids is committed to providing equitable and accessible services, programs and facilities. We are dedicated to being accessible and compliant with [Ontario accessibility laws](#), including the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and the [Integrated Accessibility Standards Regulation](#). We strive to create a welcoming, barrier-free environment for the SickKids community. An accessible child health system is a key part of SickKids’ mission. We are committed to accessibility planning to ensure our facilities and services are accessible for children and their families, staff, learners, volunteers, and members of the community.

We create and review multi-year accessibility plans with input from people with lived experience of disability and ensure SickKids policies and procedures align with the AODA.

Objectives of the Accessibility Plan

The multi-year accessibility plan will help SickKids meet and go beyond the requirements of the [AODA](#). Previous accessibility plans focused on meeting the requirements of the AODA. For this multi-year accessibility plan, we are also looking beyond the requirements of the AODA to consider how else we can actively remove barriers for people with disabilities at SickKids.

In Fall 2019, the Minister for Seniors and Accessibility in Ontario brought together the Health Care Standards Development Committee, which includes people with disabilities, disability organizations and other experts, who made recommendations for accessibility standards for hospitals (Government of Ontario, 2022a). Along with actions linked to the requirements of the AODA, this multi-year accessibility plan has actions linked to some of the new recommendations by the Health Care Standards Development Committee, and additional actions based on feedback from SickKids’ staff, learners, volunteers, children or youth, and families or caregivers.

SickKids continues to make sure that staff, volunteers and learners are informed and educated about the AODA, the issues and barriers faced by people with disabilities, and the responsibility of everyone in the organization to remove these barriers. This multi-year accessibility plan includes actions that help us continue to understand the disability-related needs of children and their families, staff, learners, volunteers, and members of the community, and ensure that these needs are accommodated in a manner that supports the dignity of the individual.

Development of the 2022–2024 Accessibility Plan

To develop the 2022–2024 multi-year Accessibility Plan, a wide range of people were engaged to ensure the plan reflected the needs and experiences of the SickKids community. Input was sought from staff, learners, youth, and family members or caregivers with lived experience of disabilities.

- Feedback was gathered from children and families through clinical staff and Patient and Family Relations.
- Employee perspectives were collected via the Health and Absence Management Program.
- Directors and Senior Leaders across hospital departments were consulted to assess feasibility and timelines.
- Input from the Accessibility Steering Committee was incorporated at various stages of plan development.

2022–2024 Accessibility Plan extended through 2026

In 2025, SickKids evaluated the progress of the 2022–2024 Accessibility Plan and chose to extend it through 2026. It is now known as the 2022–2026 Accessibility Plan. This extension allows continued advancement of accessibility initiatives and supports the creation of the next multi-year accessibility plan, which will be aligned with the [SickKids 2030 Strategy](#).

The decision to extend the accessibility plan was made with input from the Accessibility Steering Committee, initiative leads, and the Accessibility, Access and Inclusion Employee Resource Group. These groups include representation from people with lived experience of disability.

The Accessibility Steering Committee

From this point on, the Accessibility Steering Committee will be referred to as the “Committee”. The purpose of the Committee is to guide how the organization can improve accessibility at SickKids and meet AODA requirements. The Committee is responsible for developing SickKids’ multi-year accessibility plans.

The Committee will:

1. Provide leadership in steering accessibility planning at SickKids.
2. Establish policy related to accessibility.
3. Review and endorse key documents related to accessibility (e.g., policies, education materials).
4. Raise awareness of accessibility legislative requirements, initiatives, and issues.
5. Review accessibility concerns and make recommendations to the appropriate areas/owners.
6. Identify barriers to services and facilities and make recommendations to the appropriate areas and owners.
7. Review accessibility related best practices and put them in place as appropriate.
8. Assign responsibility for deliverables, monitor progress, and evaluate outcomes of the actions listed in the multi-year accessibility plan.

Executive sponsor

- Vice President, Human Resources and Commercial Services

Committee co-chairs

- Vice President, Human Resources and Commercial Services
- Manager, Family Centre, Hospital Concierge & Interpreter Services

Committee representation

The Committee is supported by an Accessibility Specialist and has broad representation across the SickKids community, including people with lived experience of disability.

Committee membership includes representation from:

- Clinical Programs/Clinical Operations
- Communications and Public Affairs
- Employee Resource Group – Accessibility, Access and Inclusion
- Facilities
- Human Resources and Commercial Services
- Information Management and Technology
- Learning Institute
- Lived Experience Network (SickKids Advisors)
- Office of Health Equity and Inclusion
- Patient and Family Experience
- Project Horizon
- Risk Management
- Research Operations
- Occupational Health and Safety
- Supply Chain

Campus redevelopment

We are building a new SickKids. [Project Horizon](#) is SickKids' campus redevelopment project. We have our sights set on an inspired, two-site hospital of the future, powered by Precision Child Health.

Throughout the project we have engaged patients and families to ensure that the spaces we create reflect the groups that they are created for. Over 30 individual Patient and Family Advisors from the [Lived Experience Network](#) have graciously committed time to Project Horizon, to provide feedback on topics like accessibility, clinical space design, respite and play spaces, and more. As planning progresses, we continue to find more ways to ensure we are meaningfully engaging with these important partners.

Learn more about [Project Horizon](#).

Preventative and emergency maintenance of accessible elements in public spaces

SickKids has procedures in place to conduct regular preventative and emergency maintenance of accessible elements in public spaces.

Preventative and emergency maintenance procedure

1. Facilities Operations or the appropriate team responsible for the accessible element will develop and follow preventative maintenance schedules (as required) for accessible elements in public spaces.
2. SickKids personnel, or an assigned third-party contractor will routinely inspect accessible elements in public spaces (as applicable). Any accessible elements that are found to have defects or need maintenance will be identified so they can be addressed.
3. A work order or communication will be submitted for repairs/maintenance of accessible elements to the responsible SickKids team (as identified in the table below). Accessible elements may also be identified as non-functional outside of the regular maintenance schedule. When this occurs, a work order may be initiated through the following pathways:
 - Staff should refer to Facilities Operations on the intranet for guidance on how to submit maintenance requests via atyourservice.
 - Patients, caregivers, or visitors may report issues with accessible elements to their healthcare team or Patient and Family Relations for escalation to the appropriate team.
 - Non-patient research participants may report issues with accessible elements to the research team for escalation to the appropriate team.
4. After reviewing the work order, the appropriate team will perform the maintenance or identify another responsible team/third party and notify them to complete the maintenance.

Teams responsible for preventative and emergency maintenance

Accessible Element in Public Spaces	Responsible Team
Exterior paths of travel (where these elements are not already covered by the Ontario Building Code or maintained by the City of Toronto)	Facilities Operations Peter Gilgan Centre for Research and Learning (PGCRL) Facilities Operations
Accessible (off-street) parking spaces	Facilities Operations Nutrition & Commercial Services
Accessible service counters at the main Hospital and the Patient Support Centre (PSC)	Facilities Operations
Accessible service counters at PGCRL	PGCRL Facilities Operations
Accessible service counters at 525 University Ave	Facilities Project Management Office (formerly called Facilities Development)

Temporary disruptions

SickKids has procedures in place for dealing with temporary disruptions when accessible elements in public spaces are not in working order. These procedures include:

- a. When a need for emergency maintenance is identified, the accessible element will be taken out of service and repaired.
- b. Temporary signage or notices (digital or non-digital) will be used to notify the public of the temporary disruption and identify any alternatives that exist.

SickKids will continue to work to ensure that any new accessible elements in public spaces are incorporated into the ongoing preventative and emergency maintenance program.

2022–2026 Accessibility Initiatives

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service (Ontario Regulation 429/07)

Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)

AODA Integrated Accessibility Standards: General Requirements

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
<p>Accessibility Plans</p> <p>O. Reg. 191/11, s. 4 (1);</p> <p>O. Reg. 191/11, s. 4 (2).</p>	<p>1. Multi-year Accessibility Plans</p> <p>Develop a new SickKids accessibility plan at least once every five years in consultation with persons with lived experience of disabilities and the Accessibility Steering Committee.</p> <p>a. Complete an Accessibility Barrier Assessment to identify barriers experienced at SickKids.</p> <p>b. Use the learnings from the assessment to develop the next multi-year accessibility plan.</p>	<p>Manager, Family Centre, Hospital Concierge & Interpreter Services</p> <p>Vice President, Human Resources & Commercial Services</p>	December 2026	Accessibility Barrier Assessment completed to inform development of the next multi-year accessibility plan.
<p>Accessibility Plans</p> <p>O. Reg. 191/11, s. 4 (3);</p> <p>O. Reg. 413/12, s. 3 (1).</p>	<p>2. Annual Status Reports</p> <p>a. Prepare annual status report on the progress of actions listed in the multi-year accessibility plan; and</p> <p>b. Post the report on the SickKids website and provide the report in an accessible format upon request.</p>	<p>Manager, Family Centre, Hospital Concierge & Interpreter Services</p> <p>Vice President, Human Resources & Commercial Services</p>	Annual	Annual accessibility report available on SickKids.ca.

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
<p>Procuring or acquiring goods, services or facilities</p> <p>O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 4 (1).</p> <p>O. Reg. 191/11, s. 5 (2); O. Reg. 413/12, s. 4 (2).</p>	<p>3. Project Horizon</p> <p>Make sure accessibility design, criteria and features are included when procuring goods, services or facilities for new building(s) and renovations at SickKids.</p>	<p>Chief Facilities Redevelopment & Sustainability Officer</p> <p>Chief Planning & Development Officer</p> <p>Director, Supply Chain</p>	<p>Ongoing for the duration of Project Horizon</p>	<p>AODA and Ontario Building Code accessibility requirements are met, and exceeded where possible, as Project Horizon progresses.</p>
<p>Training</p> <p>O. Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1).</p> <p>O. Reg. 191/11, s. 7 (2).</p> <p>O. Reg. 191/11, s. 7 (3).</p> <p>O. Reg. 191/11, s. 7 (4).</p> <p>O. Reg. 191/11, s. 7 (5).</p> <p>O. Reg 165/16, s.16.</p>	<p>4. Orientation for New Staff, Learners & Volunteers</p> <p>a. Make sure we provide training on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code (about persons with disabilities) to,</p> <ul style="list-style-type: none"> - all SickKids staff, trainees, and volunteers - all persons who participate in developing SickKids’ policies; and - all other persons who provide goods, services or facilities on behalf of SickKids. <p>b. Make sure that each person receives training that is appropriate for the duties in their role.</p> <p>c. Provide the training as soon as practicable.</p> <p>d. Provide training on any changes to SickKids’ Accessibility Policies on an ongoing basis.</p> <p>e. Keep record(s) of the training, including training dates and number of people who received the training.</p>	<p>Associate Chief of Nursing</p> <p>Vice President, Human Resources & Commercial Services</p> <p>Manager, Family Centre, Hospital Concierge & Interpreter Services</p>	<p>Ongoing (no deadline)</p>	<p>Orientation includes mandatory accessibility training, and updates are provided when accessibility policies or requirements change.</p>

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
<p>Training</p> <p>O. Reg 165/16, s.16.</p>	<p>5. Accessibility Training</p> <p>Develop a new mandatory accessibility training module.</p>	<p>Associate Chief of Nursing</p> <p>Vice President, Human Resources & Commercial Services</p> <p>Director, Occupational Health and Safety Services</p>	<p>May 2026</p>	<p>Existing accessibility training modules were reviewed and updated, where possible.</p> <p>Instead of developing a new accessibility module to replace the existing SickKids modules, an accessibility training resource shared by another hospital is currently being adapted for use at SickKids.</p>

AODA Integrated Accessibility Standards: Information and Communication Standards

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
<p>Feedback</p> <p>O. Reg. 191/11, s. 11 (1).</p> <p>O. Reg. 165/16, s. 7.</p> <p>O. Reg. 165/16, s. 7.</p>	<p>6. Patient & Family Experience Surveys</p> <p>a. Have a process in place to make accessible formats of patient & family experience surveys available upon request; and</p> <p>b. Let children and families know that accessible formats are available upon request, and how to request them.</p>	<p>Director, Patient and Family Experience</p>	<p>March 2024</p>	<p>On receiving the survey, patients and families are given information about how to request an alternate format.</p>
<p>Accessible websites and web content</p> <p>O. Reg. 191/11, s. 14 (2).</p> <p>O. Reg. 191/11, s. 14 (4).</p> <p>O. Reg. 191/11, s. 14 (5).</p> <p>O. Reg. 191/11, s. 14 (6).</p> <p>O. Reg. 191/11, s. 14 (7).</p>	<p>7. Accessible websites and web content</p> <p>a. Ensure that SickKids public-facing websites and web content (to which this Regulation applies) conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to Level AA.</p> <p>b. Stay up to date on changes to WCAG criteria.</p> <p>c. Work towards meeting the updated guidelines (example: WCAG 2.2) on our public-facing websites and web content, except where meeting the guidelines is not practicable.</p>	<p>Deputy Chief Information Officer (CIO).</p> <p>Director, Communications & Public Affairs</p>	<p>Ongoing (no deadline)</p>	

AODA Integrated Accessibility Standards: Employment Standards

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
Accessible formats and communication support for employees O. Reg. 191/11, s. 26 (1). O. Reg. 191/11, s. 26 (2).	8. Assistive Devices for Hearing Disabilities a. Explore high quality assistive devices and equipment to help with phone calls for employees, learners, or volunteers who have a hearing disability; and b. Create a list of equipment/ devices that can be used to meet employee, learner or volunteer needs.	Director, Occupational Health & Safety	March 2024	Assistive devices explored and documented for internal reference.

AODA Integrated Accessibility Standards: Design of Public Spaces Standards

AODA Sub-section	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
Outdoor public use eating areas O. Reg. 413/12, s. 6.	9. Outdoor Rooftop Patio – Patient Support Centre Construct the outdoor rooftop patio in the new Patient Support Centre building to go beyond AODA requirements.	Chief Redevelopment Officer, Project Horizon	December 2024	PSC patio completed, with accessibility design features incorporated.
Service counters O. Reg. 413/12, s. 6.	10. Service Counters Incorporate accessible design into the following service counters in the new Patient Support Centre (PSC) building: a. The Information Desk at Main Entrance; and b. The Information Technology (IT) Service desk on Level 3 PSC.	Chief Redevelopment Officer, Project Horizon	December 2023	Accessible multi-level service counters installed at the main entrance and IT Service desk in the PSC building.

Health Care Standards Development Committee Final Recommendations

Recommendation	Action(s)	Accountable Leader	Expected Timeline	Key Milestones
Recommendation 1: Accessibility Lead/Consultant	11. Hire an Accessibility Coordinator	Vice President, Human Resources & Commercial Services Manager, Family Centre, Hospital Concierge & Interpreter Services	December 2023	Accessibility Specialist hired.
Recommendation 2: engagement with persons with disabilities in hospital accessibility planning and design	12. Engagement with persons with disabilities Seek people with lived experience of disabilities to join the Lived Experience Network (formerly the Patient and Family Advisory Network).	Director, Patient and Family Experience	August 2026	New onboarding process and policy for the Lived Experience Network finalized, helping to enable efforts to engage with people with lived experience of disability.
Recommendation 3: procurement of services and equipment, and consideration of the Design of Public Spaces/Built Environment to ensure accessibility	13. Elizabeth Street Ramp Design a. Review the design of ramp to the Elizabeth Street entrance with people with lived experience of disability to go beyond AODA requirements; and b. Submit the new design to the appropriate capital planning committee for approval and funding.	Director, Facilities Development	April 2024	A more accessible Elizabeth Street Ramp design was developed with input from people with lived experience of disability and submitted for approval. While the concept will not be implemented, learnings from the exercise are informing ongoing campus redevelopment.

Additional actions

Action(s)	Purpose	Accountable Leader	Expected Timeline	Key Milestones
<p>14. Accessible Entrances</p> <p>a. Install automatic door operators at the Burton Wing staff entrance of the hospital.</p> <p>b. Make sure the following entrances in the new Patient Support Centre building have automatic door operators: 1) entrance from Elizabeth Street, 2) entrance from Elm Street, 3) bridge entrance on Level 3, and 4) PGCR L connection on Level</p>	To ensure main entrances into SickKids buildings are accessible, and to reduce barriers to staff entering the workplace.	Director, Facilities Development	February 2024	Automatic door operators and access card entry points installed at Burton Wing staff entrance and Patient Support Centre entrances.
<p>15. Increase Awareness of Accessible Washroom Locations</p>	To ensure children and families know where to find accessible washrooms early in their journey and know how to get to these washrooms.	Manager, Family Centre, Hospital Concierge & Interpreter Services	March 2025	Implemented updated physical and digital signage to help patients, families, and visitors locate universal washrooms.
<p>16. Accessibility Support at Elizabeth Street Entrance</p> <p>Engage children or youth and caregivers with lived experience of disability to develop accessibility support when arriving at the Elizabeth Street entrance.</p>	To provide support to family/caregivers who are arriving with, or dropping off, children with disabilities at Elizabeth Street entrance.	Manager, Family Centre, Hospital Concierge & Interpreter Services	April 2024	Hospital Concierge Team provides on site assistance at the Elizabeth Street entrance, including help with strollers and wheelchairs.

Action(s)	Purpose	Accountable Leader	Expected Timeline	Key Milestones
<p>17. Planning Study for Tactile Floor Surface in the Atrium</p> <p>Get approval to do a planning study about installing tactile floor surface(s) in the Atrium entrance.</p>	To better understand the need for tactile floor surfaces to help individuals with visual disabilities get to elevators and stairwells from the Elizabeth Street entrance.	Director, Facilities Project Management Office	July 2026	
<p>18. and 19. Waiting Area Layouts and Comfort Seating Options</p> <p>a. Identify 1-2 clinical areas to do a trial of different waiting area layouts and understand comfort needs.</p> <p>b. Engage people with disabilities in the trial(s) to identify layouts, and comfort options that better meet their needs.</p> <p>c. Share findings with director/managers to inform future efforts to improve waiting room accessibility.</p>	To make the waiting experience room experience more accessible.	Director, Facilities Development	October 2025	Waiting area layouts and comfort seating options were trialed, and recommendations were shared with leaders to inform future accessibility improvement efforts.
<p>20. Review Timeliness of Employee Accommodations Process</p> <p>Engage staff with lived experience and Managers in a review of the timeliness of accommodations process.</p>	To identify challenges with getting timely work accommodation, and identify any changes that may be needed, including support or resources for Managers.	Director, Occupational Health & Safety	October 2026	

Action(s)	Purpose	Accountable Leader	Expected Timeline	Key Milestones
<p>21. Improve Accommodations Process for Students/Learners</p> <p>Develop relationships with universities and colleges to clarify how to work together to support the accessibility needs of students/learners at SickKids.</p>	<p>To clearly outline what SickKids is responsible for and what universities or colleges are responsible for to meet the accessibility needs of students/learners at SickKids fully and in a timely way.</p>	<p>Director, Occupational Health & Safety</p> <p>Executive Director, Learning Institute</p>	<p>July 2025</p>	<p>Learner accessibility resource and process flow documents developed, and an accessibility and accommodation question was added to the Learner Experience Survey.</p>
<p>22. Braille Signage for Washrooms</p> <p>a. Ensure that washrooms in the Atrium that are in planned renovation areas under Project Horizon have braille signage.</p> <p>b. Submit a project request to Facilities Development to ensure other washroom doors in the Atrium (that are not addressed under Project Horizon), and Burton Wing include braille signage; and</p> <p>c. Conduct a study to identify the washrooms that need braille signage; and</p> <p>d. Submit a proposal to the appropriate capital planning committee for approval and funding.</p>	<p>To help people with visual disability identify washrooms by making sure braille is consistently part of washroom signage in the Atrium as renovations occur in this area of the hospital</p>	<p>Director, Facilities Project Management Office</p>	<p>July 2026</p>	

Annual Accessibility Report

SickKids shares updates on accessibility plan progress in an [annual accessibility report available on SickKids.ca](#).

Review and monitoring process

Progress on the accessibility plan is reviewed regularly, and updates are shared with the Committee and the Executive Sponsor.

Communication of the Plan

The SickKids Multi-Year Accessibility Plan is posted on our internal and external website. Hard copies and accessible formats of the plan will be made available on request.

To request this plan in an alternative format: email accessibility.questions@sickkids.ca, call 416-813-7654 extension 228315, or complete an [Alternative Format Request Form](#).

Glossary

1. **Accessible Formats:** Written information or other forms of communication that are accessible. HTML and Microsoft Word, braille, and large print are just a few examples of accessible formats (Government of Ontario, 2022b).
2. **Assistive Devices:** a device that helps a person with hearing or speech disabilities or language disorders communicate (example: picture board, text to speech software, sound amplifier) (National Institute for Deafness and other Communication Disorders, 2019).
3. **Barrier:** According to AODA, 2005, a barrier is “anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice” (O. Reg 191/11, c.11, s.2, (2005)).
 - a. **Attitudinal Barrier:** personal attitudes or beliefs that influence how someone interacts with a person with disability (Carleton University).
 - b. **Information or Communications Barrier:** things that prevent a person with a disability from communicating or accessing information (Centre for Disease Control and Prevention, 2020).
 - c. **Organizational/Systemic Barrier:** policies, procedures or practices that discriminate against people with disabilities (Council of Ontario Universities, 2017).
 - d. **Physical/Architectural Barrier:** structural elements in the environment that prevent a person with a disability from moving around in the environment (Centre for Disease Control and Prevention, 2020).
 - e. **Technological Barrier:** when technology is not accessible to a person with disability or cannot be used with an assistive device (Council of Ontario Universities, 2017).
4. **Family:** our use of the term ‘family’ means whoever a person chooses to define as their ‘family’ or a ‘family member.’
5. **Lived Experience Network (Formerly Family Advisor Network):** A group which includes over 130 patients, parents, caregivers, siblings and other community members who contribute their time, energy and lived experience to improve the design of care, research and education at SickKids.
6. **Main Hospital:** Building located at 555 University Avenue. The main entrance to the Hospital is located on Elizabeth Street.
7. **People with lived experience of disability:** any person who either has a disability or has direct experience caring for someone with a disability in their life (i.e., caregiver).
8. **Patient Advisory Council (Formerly Children’s Council):** Group of patients ranging from 12 to 18 years of age, who work together to make SickKids a better place. They share their perspectives as patients on SickKids programs and plans.
9. **PGCRL:** Peter Gilgan Centre for Research and Learning at the corner of Bay Street and Elm Street. This building is used by researchers and trainees at SickKids and has meeting rooms and an auditorium for learning together.
10. **Project Horizon:** SickKids campus redevelopment project.

11. **PSC:** Patient Support Centre at the corner of Elizabeth Street and Elm Street. This building was completed in 2023 as part of the first phase of Project Horizon.
12. **WCAG 2.0 Guidelines (Web Content Accessibility Guidelines):** a document with recommendations for making web content more accessible. There are three levels of meeting the guidelines: Level A (lowest), Level AA, and Level AAA (highest) (Caldwell et al., 2008).

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10. SickKids' Patient Advisory Council. <https://www.sickkids.ca/en/patients-visitors/office-of-engagement/patient-advisory-council/>
11. Project Horizon at SickKids. <https://www.sickkids.ca/en/about/project-horizon/>



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