

Patient & Caregiver Accommodation Information Services, Goods and Facilities Accommodation Procedure

What does “accommodation” mean?

Every person should have an equal opportunity to obtain, use and benefit from the services, goods and facilities provided by Sinai Health.

Accommodation is the process of ensuring needs based on human rights grounds—e.g. disability, religion, sex (including pregnancy)—are met so that all individuals have equal access to employment opportunities, services, goods and facilities.

What are some examples of human rights accommodations?

- *Disability*: ASL interpreter, electronic copy of documents, person to read documents out loud, presence of service animal.
- *Creed/religion*: change of appointment date or time due to religious observance or prayer.
- *Place of Origin*: language interpreter.
- *Gender Identity*: use preferred names and pronouns.

Who do I tell if I need accommodation?

If you require accommodation related to medical services or care, please talk to anyone involved in providing your care.

If your accommodation need is related to goods, facilities and services other than medical services and care, speak to the service provider manager.

How long will it take to be accommodated?

We will respond to your request in a timely manner. As each accommodation solution is unique, some may take longer than others to implement. Please let us know as soon as possible about an accommodation need.

Who will know about my request?

Your confidentiality is important. Information will only be disclosed on a need-to-know basis and in accordance with legislation and Sinai Health’s policies and procedures.



All discussions and communications about accommodation requests will be documented. Notes of patient accommodation can be placed in the patient chart. Records for other requests will be kept in a secure location.

Will I have to provide documentation?

You will need to provide enough information so that we can assess the request and arrange for appropriate accommodation. This may include supporting documentation.

Will all my accommodation needs be met?

We will do our best to meet all your needs and work with you to look at various options. If we are unable to meet all your needs, we will let you know. We will only deny an accommodation if it would cause undue hardship.

Want More Information?

Visit Sinai Health's Accessibility Website:
sinaihealth.ca/patients-and-visitors/accessibility

Main Hospital Contact

Phone: 416-596-4200
TTY: 416-586-8275

Interpreter Services

Need a language interpreter or assistance for hearing impairments, like sign language or TTY? Please contact us at:
416-461-8252 ext. 2121 (*Note: This is an English-speaking line*)
Email: interpreter@sinaihealth.ca

Patient Relations

Have questions, concerns, or feedback about your experience? We're here to help!
Phone: 416-586-4800 ext. 5066
Email: patient.relations@sinaihealth.ca
Website: sinaihealth.ca/patients-visitors/patient-feedback

Sinai Health is dedicated to creating a welcoming environment that values the personal worth, dignity, and diversity of everyone in our hospital community.