

## Accessibilities for Ontarians with Disabilities Policy

<b>Authority:</b> Centre Administrator	<b>Date Ratified:</b> January 1 <sup>st</sup> , 2019
<b>Chapter:</b> Human Resources	<b>Previous Amendments:</b> January 2018
<b>Section:</b> D. Employee Relations	<b>SPP No.</b> HR 4.11.ON

### 1 POLICY

- 1.01 Southwest Middlesex Health Centre is committed to excellence in serving all customers including people with disabilities. This policy meets the requirements in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and addresses how Southwest Middlesex Health Centre will meet our responsibilities and legal obligations to provide our services in an equitable and accessible manner.

### 2 SCOPE

- 2.01 This policy applies to:
- the provision of services provided by Southwest Middlesex Health Centre;
  - Southwest Middlesex Health Centre employees, volunteers, co-op students and interns who deal with patients and third parties that act on behalf of Southwest Middlesex Health Centre.

### 3 DEFINITIONS

- 3.01 **Assistive Device:** any tool, technology, or equipment that facilitates the performance of everyday tasks by a person with a disability. Assistive devices include devices that customers will typically bring with them to assist them with seeing, hearing, walking, communicating, breathing, etc... Examples include, but are not limited to, wheelchairs, walkers, hearing aids, and oxygen tanks.
- 3.02 **Disability:** As defined in AODA and the Human Rights Code, includes the following:
- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
  - a condition of mental impairment or a developmental disability,
  - a learning disability, or a dysfunction in more or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance



plan established under the Workplace Safety and Insurance Act, 1997.

#### **4 GENERAL PRINCIPLES**

4.01 In accordance with the Accessibility Standard for Customer Service and the Integrated Accessibility Standards Regulation this policy addresses the following:

- Providing Goods and Services to Peoples with Disabilities
- Use of Assistive devices
- Communication
- Use of Service animals
- Use of Support persons
- Notice of temporary disruption
- Training
- Feedback process
- Notice of Availability and Modifications to this policy

#### **5 PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

5.01 Southwest Middlesex Health Centre will make every reasonable effort to ensure policies, procedure and practises are consistent with the principles of dignity, independence, integration and equal opportunity by ensuring:

- People with disabilities are treated as equally valued and respected as any other individuals;
- People with disabilities have full access to the goods and services provided by Southwest Middlesex Health Centre;
- This principle includes the use of alternate measures in cases where full integration does not serve the best needs of a person with a disability;
- People with disabilities have the same opportunities to benefit from the goods and services provided by Southwest Middlesex Health Centre as other customers. Taking the individual needs of a person with a disability into account; and
- Southwest Middlesex Health Centre will communicate in ways that take into account the customers disability.

#### **6 ASSISTIVE DEVICES (OWNED BY CUSTOMER)**

6.01 Persons with disabilities may use their own assistive devices when accessing services provided by Southwest Middlesex Health Centre. Staff will be made aware of various devices and will assist customers as needed. In cases where the assistive device presents a safety concern or accessibility might be an issue other reasonable measures will be used to ensure the access to services provided at Southwest Middlesex Health Centre.

#### **7 SERVICE ANIMALS**

7.01 A customer with a disability who is accompanied with their service animal is allowed access to areas that are open to the public. This includes the parking lot, waiting room,

pharmacy, dental office, patient medical rooms and other authorized on-site areas.

## **8 SUPPORT PERSONS**

- 8.01 A customer with a disability who is accompanied by a support person will be granted access to have that person accompany them on the premises to areas that are open to the public. If there is a case where they need to sit together, Southwest Middlesex Health Centre will make every reasonable attempt to accommodate this request.

## **9 NOTICE OF TEMPORARY DISRUPTION**

- 9.01 In the event of a planned or unexpected disruption to services or the facility, Southwest Middlesex Health Centre ensures that reasonable efforts will be made to provide advance notice when possible for customers with disabilities.
- In the event a notice has to be posted, it will include a reason for the disruption and its anticipated length of time (providing this information is available at the time of posting);
  - This notification will be posted at the main entrance to the centre;
  - If applicable, those with scheduled appointments or deliveries will be contacted to reschedule and;
  - Additional communication may occur by any other method deemed reasonable under the circumstances.

## **10 FEEDBACK**

- 10.01 Southwest Middlesex Health Centre provides all customers and patients an opportunity to provide feedback. Customers or patients who wish to provide feedback on Southwest Middlesex Health Centre services can do so by using any method listed below.

Forms or feedback are welcomed and can be accommodated upon request of the person with the disability or their support person. This can include, but is not limited to, verbal (in person or by phone), or written (hand written, delivered, email). All employees will be trained to accept the feedback and communicate it back to the Administrator during their shift.

All feedback including complaints, will be handled by management and customers can expect to hear back within 5 days.

## **11 EMPLOYEE REVIEW OF AODA**

- 11.01 Southwest Middlesex Health Centre will review the AODA policy annually with all employees, volunteers, co-op students and interns. This information will also be communicated during the new hire orientation process.

A record of review will be maintained for all AODA policy updates. This record will



include the date(s) on which the review was completed, details of the content of the review, policy revision date, names and signatures of employees who attended.

## **12 POLICY MODIFICATIONS**

- 12.01 Southwest Middlesex Health Centre will modify or remove any part of this policy that is inconsistent with the principles set out in AODA and/or Customer Service Standard policy.