

Accessibility Policy and Procedure	Applies to : all staff, physicians, contracted workers, volunteers and learners
Owner: Kim Brunet	Approval Date:
Approved by: Melonie Loubert, CEO	Renewal Date:
Revision date:	
<b>**CRITICAL CONSIDERATIONS**</b>	
All HSRFH Staff, Physicians, Contracted Workers, Volunteers, Students are responsible to provide the appropriate assistance to patients, families and visitors based on their needs and abilities.	

### **A. Purpose**

HSRFH is committed to identifying, removing and preventing barriers that impede the ability of persons with disabilities to fully access care and services. This includes everyone in the hospital's community, patients, families, staff, physicians, learners and volunteers. JBH's Accessibility policy complies with the Accessibility for Ontarians with Disabilities Act, 2005, SO 2005, c 11 (AODA).

### **B. Definitions**

#### **Accessible Formats**

May include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

#### **Communication**

Supports May include, but are not limited to alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

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#### **Assistive Device**

Any piece of equipment or device used to maintain or promote function in a person with a Disability. Assistive Devices can include, but are not limited to: walking sticks, crutches, wheelchairs, walkers and computerized communications devices.

## **Barrier**

Anything that prevents a person with a Disability from fully participating in all aspects of society because of their Disability. Barriers can include a physical barrier, an architectural barrier, an attitudinal barrier, a technological barrier and policy or practice.

## **Disability**

Disability (or handicap) refers to all disabilities protected in the Human Rights Code, R.S.O. 1990, and Ch.H.19 as defined in section 10 of the code as follows:

- a. "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 the foregoing, including diabetes mellitus, epilepsy, and degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or on a wheelchair or other remedial appliance or device,
- b. A condition of mental retardation or impairment,
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. A mental disorder, or
- e. An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act."

## **Guide Dog**

As defined in Section 1 of the Blind Persons' Rights Act. A Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulation.

## **Service Animal**

Defined under Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07 as follows:

"An animal is a service animal for a person with a disability:

- a. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability."

### **C. Policy Statements**

1. HSRFH is committed to giving persons with disabilities the same opportunities to access its services and to benefit from the same quality service as other patients. This commitment extends to patients, families, visitors, staff, physicians, learners and volunteers with visible or non-visible disabilities.
2. Documentation that describes this policy and each of its requirements shall be maintained on the HSRFH public website and provided to individuals upon request in the appropriate format or with communication support.
3. HSRFH will continue to establish policies, practices and procedures that eliminate barriers and provide services and supports to persons with disabilities which are consistent with the core principles of independence, dignity, integration and equality of opportunity.
4. HSRFH Leadership team shall monitor the implementation of the AODA, preparing a Multi-Year Accessibility Plan (MYAP), providing updates related to sections of the Integrated Accessibility Standards Regulations (IASR), O. Reg. 191/11 (the Regulations) and other accessibility-related initiatives. The Leadership team consists of members from every department.
5. HSRFH will comply with all the Regulations which apply to HSRFH as a designated public sector organization. These same Regulations were used to create HSRFH Accessibility Policy.

### **D. Procedure**

#### **Accessible Services to Patients with Disabilities**

1. **Five-Year Accessibility Plan** HSRFH shall produce a multi-year Accessibility Plan. The plan will be posted on the hospital's public website and shall be made available in accessible format and with communication supports upon request. The Plan will be reviewed annually
2. **Customer Service Standards Training** as per the Regulation, Section 7, HSRFH will provide all required accessibility-related training to all staff, volunteers and members of the Board of Directors prior to or upon the commencement of their duties at the hospital.
3. **Assistive Devices** HSRFH shall or will accommodate the use of personal assistive devices including, but not limited to, wheelchairs, canes, walkers.
4. **Service Animals** HSRFH will accommodate the use of service animals by individuals with disabilities who are accessing HSRFH services unless the animal is otherwise excluded by law and prohibited from entering areas due to infection control according to the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.
5. **Support Person/ Essential Care Partner** Defined under Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07 as follows: "A support person means, in relation to a person with a disability, another person who accompanies the person in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 6-Principles of Customer Service:

- **Dignity:** Refers to policies, procedures and practices that treat a person with a disability as a client who is as valued and deserving of effective and full service as any other client. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience. Service delivery needs to take into account how people with disabilities can effectively access and use services and show respect for these methods.
- **Independence:** In some instances, independence means freedom from control or influence of others freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor.
- **Integration:** Integrated services are those services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other clients. Integration meant that policies, practices and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services. Alternate measures are ways of serving people that are not completely integrated into the regular business activities of the organization, for example email.
- **Equal Opportunity:** Equal Opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

## 7-Notice of Service Disruption

Notice will be provided, where possible, when facilities or services that persons with a Disability rely on are temporarily disrupted. Such notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. The notice will be placed at all public entrances and service counters on JBH premises.

## Information & Communication Support Standards

### 1. Accessible Formats & Communication

Supports Except as otherwise provided by the AODA, HSRFH, upon request, and in consultation with the person making the request, will provide or arrange to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports will be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons. This does not apply to products and product labels, unconvertible information or communications and information that HSRFH does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are



unconvertible, the department will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

## **2. Accessible Website & Web Content**

Internet websites and web content controlled directly by HRSFH shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards Regulations (IASR), O. Reg. 191/11.

## **3. Emergency Procedures, Plans & Information**

HSRFH will provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

## **Employment Standards**

### **1. Recruitment**

HSRFH will comply with the Employment Standards Act, and any applicable employment standards, and ensure that candidates with disabilities have access to an accessible recruitment experience. Once hired, employees with disabilities will have access to various accommodation supports during their employment life cycle, including Documented Individual Accommodation Plans, Accessible Formats and Communication Supports, Workplace Emergency Response Information and Return to Work Processes.

### **2. Employee Supports**

HSRFH will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. HSRFH will provide this information to new employees at orientation or as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employees accessibility needs due to disability.

### **3. Return to Work Process**

HSRFH will have in place a documented return to work process for employees returning to work due to disability and requiring a disability-related accommodation. This return to work process will be supported by the Employee Health Services.



#### **4. Performance Management**

Career Development & Redeployment HSRFH will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management, and considering redeployment assignments.

#### **References**

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, and its regulation – Integrated Accessibility Standards Regulations (IASR), O. Reg. 191/11

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 April 19, 2016

Blind Persons' Rights Act, R.S.O. 1990, c. B.7

Employment Standards Act, 2000, SO 2000, c 41 May 1, 2022

Health Protection and Promotion Act R.S.O. 1990, c. H.7. May 1, 2022

The Ontario Human Rights Code R.S.O. 1990, c. H.19 November 19, 2021

Workplace Safety and Insurance Act 1997, SO 1997, c 16, Sched. A September 8, 2022