



Accessibility for Ontarians with Disabilities Act (AODA)	 <b>WOODSTOCK HOSPITAL</b> WH-MMM	Document owner:
		Originate Date: Feb 26, 2013
CEO Signature:		Review Date: Nov. 30, 2018

## 1. PURPOSE

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) has as its stated purpose:

*to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1<sup>st</sup>, 2025.*

Woodstock Hospital must meet the requirements of accessibility standards established by AODA regulations. *Ontario Regulation 429/07—Accessibility Standards for Customer Service*, and *Ontario Regulation 191/11 – Integrated Accessibility Standards Regulations* apply to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

This policy is intended to provide the overarching framework to guide the review and development of other standards, procedures and guidelines to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

## 2. APPLICABILITY


Woodstock Hospital is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Woodstock Hospital services, programs, goods and facilities in a manner that respect their dignity and that is equitable in relation to the broader public. This commitment extends to clients, patients, visitors and employees with visible or non-visible disabilities.

This policy applies to the Board of Trust, the Foundation Board, all Woodstock Hospital employees, volunteers, physicians, contract workers, clients, visitors, patients and any individual or organization that provides goods or services to the public.

## 3. GENERAL GUIDELINES

Woodstock Hospital services, programs, policies, goods, and facilities are to be available to people with disabilities in a manner that:

- Is free from discrimination;
- Reflects the principles of dignity and independence;
- Seeks to provide integrated services;
- Provides an opportunity equitable to others to obtain, use and benefit from the goods, or services; and
- Takes into consideration a person's disability while respecting the dignity and independence of persons with disabilities.

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**Standards of Accessibility under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the *Customer Service Standard, Regulation 427/09* and *Integrated Accessibility Standard Regulations (IASR), Regulation 191/11*.**

- Customer Service: Service delivery to the public; also includes business practices, employee training.
- Transportation: This standard needs to reflect a variety of environments, financial capabilities of users/providers and the differing modes of travel including conventional and specialized modes, and on demand taxi services.
- Information and Communication: Information and communications provided to the consumer or end-user through print, telephone, electronic devices, and in-person; also includes publications and software applications.
- The Built Environment: Access to, from and within buildings and outdoor spaces; also includes counter heights, aisle and door widths, parking, signage, pedestrian access routes and signal systems.
- Employment: Hiring and retaining employees; also includes employment practices, policies and processes such as job advertisements and interviewing.

#### 4. 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.

**Assistive Device** - Any device that is designed, made or adapted to assist a person to perform a particular task and may include, but is not limited to, wheelchairs, reading machines, recording machines, hearing devices and devices for grasping.

**Barrier** - 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 practice (“obstacle”)

#### **Disability**

- (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, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

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- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*;

**Guide Dog** - A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (*Blind Persons' Rights Act 1990 s1 (1)*).

**Service Animal** - An animal acting as 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.

**Support Person** - In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 5. ROLES AND RESPONSIBILITIES

The Accessibility Working Group is responsible for reviewing this policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. Directors, Supervisors and Managers shall ensure that they and their staff are familiar with and comply with this policy.


### Directors, Managers and Supervisors

- Collecting information about requests and feedback from departments;
- Monitoring compliance with this procedure on an annual basis;
- Providing a summary of the requests and feedback to the Accessibility Advisory Committee at their regular meetings; and
- Creating and maintaining service free from discrimination toward persons with disabilities.
- Ensuring employees are aware of this procedure and are logging requests and feedback that are received by their departments; and
- Ensure employees are providing patients with the requested accessible format and communication support.

## 6. PROCEDURE

### Use of Assistive Devices

Woodstock Hospital is committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our services. Woodstock Hospital will ensure that staff

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are trained on or about the assistive devices that may be made available at the hospital and realize that persons with disabilities may use their own assistive devices to access the hospital's services.

**Service Animals and Support Persons**

A person with a disability accompanied by a service animal is permitted to enter the Woodstock Hospital premises unless the animal is otherwise excluded by law or hospital policy surrounding Infection Prevention and Control, Health and Safety or hygiene concerns. Should a service animal be excluded from the premises then the hospital shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and/or services provided.

Section 4(9) of the Accessibility Standards on Customer Service indicates that *an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a documentation from a regulated health professional confirming that the animal is required for reasons relating to the disability.*

Staff will be properly trained to identify support persons who may be paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to all hospital facilities. Some restrictions may apply where the service delivered would pose a threat to the well-being of others or the support person (i.e. Radiological procedures or the operating theatres). The hospital will make accommodations in these types of cases.


**Notice of Temporary Disruptions**

Woodstock Hospital will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption, anticipated length of disruption and a description of any available alternative facilities, services, or resources. The notice shall be posted at the facility and on the hospital website as required. When the disruption is planned, advance notice will be provided.

**Availability of the Accessible Customer Service Documents**

Woodstock Hospital shall prepare any additional documents describing its policies, practices and procedures as may be required by *Ontario Regulation 429/07* and, upon request, shall give a copy of such documents to any person. Further the hospital shall notify persons to whom it provides goods and services that the documents required under *Ontario Regulation 429/07* are available upon request.

Woodstock Hospital shall give the person the documents, or the information contained in the documents described above, in a format that takes into account the person's disability.

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### **Communicating with People with Disabilities**

Woodstock Hospital supports an accessible Ontario where the independence and integration for those with disabilities is promoted. When communicating with a person with a disability, the Woodstock Hospital will do so in a manner that takes into account the person’s disability and will make reasonable effort to have the person with a disability understand both the content and intent of its communications.

### **7. COMMUNICATION/TRAINING/IMPLEMENTATION**

Training will include the core principles of customer service as set out by Woodstock Hospital, which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

### **8. EVALUATION**

A review of the Multi-Year Accessibility Plan will be conducted by the Accessibility Working Group. The review will determine if Woodstock Hospital is accomplishing the goals of the plan and will be posted on the hospital website.

Notices in customer service areas will notify customers that their feedback is welcome and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

Staff will utilize the Safety Event Reporting System (SERS) to document any feedback received.

### **9. REFERENCES**

- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act 2005
- Ontario Regulation 191/11 (Integrated Accessibility Standards)
- Workplace Safety and Insurance Act
- Occupational Health and Safety “Early and Safe Return to Work (ESRW) Policy”
- Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy and Procedures