

<b>Alexandra Marine &amp; General Hospital</b>	<b>MANUAL: Administration</b>	Revision Date: August-25-2020
Approved by: Executive Leadership	<b>Accessibility - Organization Commitment</b>	Original Date: January-10-2014

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### **Policy/Commitment**

The Alexandra Marine and General Hospital (AMGH) is committed to the continual improvement of access to the organization's premises, facilities, and services; and to the provision of quality services for patients, visitors, staff, and all members of the community with disabilities.

Additionally, AMGH is committed to supporting a culture that promotes a positive and safe environment for the organization's workplace that reflects our values of Integration, Community, Accountability, Respect and Excellence. We provide our services in a manner that respects the dignity and independence to all stakeholders. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities are given equal opportunity to obtain, use or benefit from services provided by and on behalf of AMGH.

### **Procedure**

This policy complies with the Ontarians with Disabilities Act (ODA 2001), Accessibility for Ontarians with Disabilities Act (AODA 2005), and the Integrated Accessibility Standards and Regulations (IASR 2011).

The following policies and practices have been established to ensure compliance with the above mentioned Acts and to ensure AMGH continues to improve and to provide an accessible and inclusive environment for all who come to work or use the hospital, facilities, and services:

- Provision of Customer Service Standards when providing services to people with disabilities
- Notification process for Disruption of Service to ensure people with disabilities have access to care
- Use of Guide Dogs and other Services Animals
- Use of Personal and Assistive Devices
- Use of Support Person
- Provision of training to all employees, volunteers, and other staff members on Ontario's accessibility Laws and the Human Rights Code as it relates to people with disabilities
- Provision of emergency information in an accessible way upon request
- Provision of individualized emergency response information for employees with disabilities
- Purchasing and Procurement policies or acquiring goods and services
- Consulting with people with disabilities to determine barriers and their information and communications needs within our organization
- Provision of accessible feedback process
- Provision of fair and accessible employment practices:
  - Provision of notifying the public and employees of accommodations during the recruitment process
  - Provision of individual accommodation plans and return to work policies for employees that have been absent due to a disability
  - Needs of employees with disabilities will be taken into account when using performance management, career development and redeployment process
- Establish and maintain a Multi-Year Accessibility Plan as per IASR 2011 and post in the facility
- Provision of documents in an alternate format upon request

- Ensure that any new website(s) developed after January 1 2014 will conform with WCAG 2.0 Level A
- Reporting on compliance to ODA, AODA and IASR

## **Definitions**

### Disability means:

- Any degree of physical 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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; and
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.

### Responsibilities:

Senior management is responsible for:

- Considering accessibility and customer service for people with disabilities as part of the regular development and ongoing review of existing policies;
- Amending existing policies as needed to comply with the Accessibility Standards for Customer Service and the Integrated Accessibility Standards Regulation;
- Provision of fair and equitable employment practices as per IASR;
- Training, and maintenance of training records of all employees, volunteers, physicians, students or anyone that provides services on behalf of the organization;
- Certification of Compliance reporting; and
- Approval of the Multi Year Accessibility Plan

Accessibility Advisory Committee is responsible for:

- Establishing and maintaining the Multi Year Accessibility Plan
- Providing input into policy and procedure development
- Identify barriers in AMGH facilities, and services that may affect people with disabilities
- Completing the compliance reports as required