

<b>SANTÉ MANITOUWADGE HEALTH POLICY AND PROCEDURE MANUAL</b>	
DEPARTMENT: <b>PUBLIC PERSONELL</b>	POLICY/PROCEDURE NO.: IV-260
DISTRIBUTION: <b>Organizational</b>	DATE OF ISSUE: 08/13
SUBJECT: <b>ACCESSIBILITY – AODA   Providing Notice of Availability of Accessible Documents</b>	REVISION DATES: 09/15., 11/16, 08/17, 6/18, 10/19

### **Providing Notice of Availability of Accessible Documents**

Santé Manitouwadge Health will notify the public and other third parties regarding the availability of accessible customer service documents on the website [www.mh.on.ca](http://www.mh.on.ca). The notice will:

- Indicate that the document is available in accessible formats;
- Provide a link to an electronic, plain-text version of the document; and,
- Explain how to request alternate formats.

### **Requests for Accessible Customer Service Documents**

Documents(s) related to the Accessible Customer Service Policy and Procedures will be available to the public at [www.mh.on.ca](http://www.mh.on.ca) or by attending Santé Manitouwadge Health. Anyone can request a copy of the SMH's accessible customer service documents.

Requests can be made in person to any SMH employee who will notify their Charge person or Director of the request. Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the Health Records Department.

When an accessible customer service document is requested the SMH representative will:

1. Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and
2. If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
3. If the document cannot be readily produced in the requested format, contact the Health Records Charge person with the clients name and preferred contact information. They will consult with the person requesting information

#### **Reference:**

**Legislation:** Ontario Regulation 429/07, Accessible Standards for Customer Service