

ACCESSIBILITY- AODA: COMMUNICATION

SANTÉ MANITOUWADGE HEALTH POLICY AND PROCEDURE MANUAL	
DEPARTMENT: PUBLIC PERSONELL	POLICY/PROCEDURE NO.:IV-252
DISTRIBUTION: FACILITY WIDE	DATE OF ISSUE: 08/13
SUBJECT: ACCESSIBILITY- AODA: COMMUNICATING WITH A PERSON WITH A DISABILITY	REVISION DATES 09/15., 11/16, 08/17, 6/18, 10/19
APPROVAL: BOARD OF DIRECTORS	

STATEMENT:

This policy establishes the accessibility standards for communication with persons with disabilities for Santé Manitouwadge Health, in accordance with Ontario Regulation 191/11 and applies to all employees of the organization's agents, volunteers, and contracted service staff. This policy applies to ALL SMH Employees, Board Members, students, volunteers, contractors and affiliates.

Staff will be trained on how to communicate in a way that considers how individuals express, receive and process information without making assumptions about a particular disability.

When accessible formats and communication supports are requested they will be provided:

- a) In a timely manner that takes into account the person's accessibility needs due to disability; and
- b) At a cost that is no more than the regular cost charged to other persons

COMMUNICATION

Santé Manitouwadge Health (SMH) will communicate with persons with a disability, taking into account their preferences to receive and transmit information where possible. Communication is a process of providing, sending, receiving and understanding information.

People with disabilities will be given equal opportunity, to obtain, use or benefit from the services provided by and on behalf of SMH. Services will be provided to people with disabilities in a way that respects their dignity and independence.

If a person with a disability cannot use one form or method of communication, another form or method, or combination may be used.

Reasonable efforts will be made to have the person with a disability understand both the content and intent of its communications.

When accessible formats and communication supports are requested they will be provided:

- c) In a timely manner that takes into account the person's accessibility needs due to disability; and

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- d) At a cost that is no more than the regular cost charged to other persons

The options of communication may include but are not limited to telephone, e-mails, message relay services and text messages where possible. Other examples of SMH's communication for persons with a disability include:

- Translation Services
 - Access points (Handicapped parking, signage etc.)
 - Patient literature (service access areas)
 - Internet/intranet posting
 - Information board literature
 - Human Resources (staff member)
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- A Self-serve Kiosk is available at Primary Care /Physician Group entrance of building (Not hospital entrance)
 - The kiosk is designed to meet needs of all people in regards to height, including wheelchair and assistive devices needs, visibility of display screens, location and accessibility. Signage is posted for patients and staff help is always available.
 - Future purchases of kiosks will have audio and speech capability investigated as a potential enhancement to the system.

All documents containing either general or specific information such as a patient's file of invoices will be provided to the patient with disabilities in an appropriate format. The options may include but are not limited to electronic files, hard copy, large font or braille. SMH shall consult with the person making the request in determining the suitability of an accessible format or communication support.

SMH employees, volunteers and third-party contractors shall use the proper terminology when speaking to or about persons with disabilities, applying the person first rule.

A feedback process is in place that is available to the public including persons with Disabilities. Information on this process will be posted on the public website or provided upon request.

SMH will provide its' website in a format that is accessible to persons with disabilities unless it is not technically feasible to do so. The website will use a preset font type and size for optimal layout but in all cases the font and size is determined by users to meet their specific needs. By January 1, 2021, the Hospital internet websites and web content must conform with WCAG 2.0 Level AA.

Resources: Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm
Integrated Accessibility Standard
<https://www.ontario.ca/laws/regulation/110191?search=accessibility>