
1. Accessibility Policy Requirement

Regulation 191/11: *Integrated Accessibility Standards* under the *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to create written accessibility policies and make them publicly available. Accessibility policies are the formal rules an organization puts in place to achieve its accessibility goals.

The law is flexible, so you can develop your accessibility policies in a way that works best for your organization. There is no right or wrong way. This form provides sample information to help you comply with section 3 of the *Regulation*.

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

2. General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

3. Sample Policy

Statement of Organizational Commitment

Santé Manitouwadge Health

Name of Organization

is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Santé Manitouwadge Health

Name of Organization

is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Santé Manitouwadge Health

Name of Organization

understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Santé Manitouwadge Health

Name of Organization

is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.



Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - List Equipment/Devices

 - TTY, Self-serve Kiosk
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

If applicable, identify other measures

We will ensure the appropriate staff knows how to use the assistive devices available on our premises for customers. These may include, but are not limited to wheelchairs, walkers, crutches, personal sound amplification devices. SMH will make reasonable efforts to ensure that assistive devices can be used to access services.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

If applicable, identify how your organization will train staff on the use of assistive devices

Trained staff by vendors (various equipment in hospital ex. bed lifts), incorporated training into orientation upon hire

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

List Different Ways to Communicate

Translation services, Access points (handicapped parking, signage etc), patient literature (service access areas), Internet postings, information board literature, human resources (staff member) and self-serve kiosk

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Complete the following only if applicable:

Service animals are prohibited from the following areas:

Identify the Prohibited Areas of your Premises

under _____

Name of Law/Act

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, choose one of the following options:

Fee/fare will not be charged for support persons.

 \$.00 will be charged to the support person for admission to our premises.
Amount (\$)

We notify customers of this by posting a notice in the following location(s):

List location(s)

Public entrances, customer service counters and on the website

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, this organization name will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

List Services/Facilities

Santé Manitouwadge Health
Manitouwadge Community Health Centre

The notice will be made publicly available in the following ways:

List Ways

Posted at public entrances, customer service counters, location of the service disruption, advertise with local media outlets, post on website and other social media platforms.

Feedback Process

Santé Manitouwadge Health

Name of Organization

welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

List Ways to Provide Feedback

Letter, verbally, email or feedback card

All feedback, including complaints, will be handled in the following manner:



Describe e.g. Feedback will be directed to the General Manager

All feedback will be directed to the Director of Clinical Support Services and all complaints will be addressed according to practices as established in the SMH compliant process.

Customers can expect to hear back in 3 days.
Number of Days

Santé Manitouwadge Health

Name of Organization

ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Santé Manitouwadge Health

Name of Organization

notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

List Location(s)/Way(s)

On SMH website www.mh.on.ca

Santé Manitouwadge Health

Name of Organization

will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Self-service Kiosks

Note: Public sector organizations must incorporate accessibility features on self-service kiosks. And private and non-profit organizations must have regard for accessibility in this requirement.

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Procurement

Note: Under the AODA, only designated public sector organizations, Government of Ontario and Legislative Assembly have this requirement.

We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking 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.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by SMH 's website www.mh.on.ca

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Note: This only applies to organizations that already have these processes in place.

Design of Public Spaces

Note: This section may not apply to all organizations.

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Transportation

Note: This section only applies to municipalities and municipalities that operate conventional and/or specialized transportation services, district school boards, hospitals, colleges and universities that provide transportation services.

We meet accessibility laws when making our transportation services accessible. Our accessible transportation services include:

List Accessible Services

MyRide

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

