



POLICY & PROCEDURE

Title Accessibility: Persons with Disabilities	Created By ACCESSIBILITY ADVISORY TEAM		
	Review Required Accessibility Advisory Team	Administrative Approval Required Vice President/Human Resources	
	Original Procedure Date	Revision Date	Last Reviewed Date
	SEPTEMBER 2009	APRIL 2014 ANNUAL REVIEW AND POST TO INTERNAL & EXTERNAL WEBSITE	APRIL 2014
Key Words Disability, equal access, Accessibility for Ontarians with Disabilities Act 2005, (AODA), accommodation, service animals, integrated standard, assistive devices			

Purpose

St. Thomas Elgin General Hospital (STEGH) is committed to supporting a culture that values promoting a positive and safe environment for the hospital community that is reflective of the hospital's organizational values. STEGH is committed to providing accessible customer service and integration to individuals with disabilities, consistent with the principles of understanding, acceptance, and inclusion.

Policy

Under the Accessibilities for Ontarians with Disabilities Act (2005), STEGH continues to promote an accessible environment for people with disabilities; monitored through the STEGH Accessibility Advisory Team. This policy sets out compliance with the Customer Services Regulation and the Integrated Accessibilities Standards, in accordance with Ontario Regulation 429/07 and Ontario Regulation 191/11. This policy applies to staff and affiliates of the organization.

Responsibilities

Executive Team:

- Review of existing policies and Accessibility for Ontarians with Disabilities Act 2005 (AODA)
- Ensure STEGH practices are consistent with the core principles of independence, dignity, integration and equality of opportunity

Managers:

- Implements, monitors and evaluates compliance of Accessibility Standards
- Receive requests for accommodation from persons with disabilities
- Determine, in consultation with the patient/hospital team member, the most appropriate accommodation
- Ensure staff know accessibility standards and are aware of procedure for back up accommodation or to notify patients/clients/staff should accessibility be temporarily out of service (i.e.) elevator down.

Human Resources:

- Identify training needs, related to Accessibility, and ensures all records of training/ attendance sheets are in Human Resources for record keeping
- Review policies and procedures related to Accessibility Standards
- Ensure HR practices are consistent with Accessibility Standards

Accessibility Advisory Team:

- Report, as required by legislation, the implementation of Accessibility Standards to the Ontario government
- Update the annual accessibility plan

Physicians, Employees, Affiliates:

- Participate in required education related to the Accessibility Standards
- Forward feedback from patients/customers regarding the Accessibility Standards to the manager of the appropriate area

Patients/Clients/Hospital Team Members:

- self-identify if there is a disability for which they require assistance in accessing STEGH services and communicate such to the appropriate STEGH personnel

Procedure**1. Use of Service Animals**

- Service animals can play an important and necessary role in fostering the independence of some people with disabilities and enable them to access supports.
- A trained service animal, under the control of the person with a disability, will be welcomed by STEGH and its staff.
- Service animals are often recognizable as they are wearing a harness or a service vest that alerts the public to the fact that they are working.
- Any animal posing a direct threat to the health and safety of others, or exhibiting repeated disruptive behaviour, may be denied access to STEGH. In this case, staff will ensure other measures are available to enable the person with a disability to obtain services.
- This is not to be confused with Pet Therapy or Pet Visitations see: CCC Policy REC 4.50 Pet Therapy/Visitation and or speak to the manager of the area.

2. Use of Assistive Devices and Support Persons

- STEGH will make every effort to ensure persons with disabilities can use their assistive devices when accessing care and services.
- STEGH will permit persons with disabilities to be accompanied by support persons on STEGH premises, except where this is a safety concern.

3. Notice of Temporary Disruptions

- In the event services are temporarily unavailable, or anticipated to be, STEGH will provide public notice.
- Notice – Disruption in Service is attached for use to post on external website and in locations near the disruption.

4. Training for Accessibility

- As part of corporate orientation, training will be provided to every staff or affiliate related to accessibility and human rights.
- A record of training including names and dates will be maintained.

5. Feedback

- Opportunity for feedback and to respond to it is established through email, telephone, event management system, or in person.

6. Accessibility Plan

- In compliance with the Integrated Accessibility Standards, the Accessibility Advisory Team will consult with stakeholders and produce a multi-year plan that
 - includes measures to identify and remove barriers to persons with disabilities
 - includes a list of policies, programs, practices to be reviewed in upcoming years to identify barriers
 - is updated and reviewed and posted annually on the external/internal website.

7. Notice of Availability of Documents

- Provide public notice that the documents required by the Accessibility Standards are available upon request in accessible formats.

8. Reporting

- Maintain policies and procedures to demonstrate compliance with the Accessibility standards.
- Submit an annual accessibility report, including an accessibility plan as per the Ontarians with Disabilities Act (2001), to the executive team.
- File an annual accessibility report with the Ontario Government.

9. Workplace Emergency Response Information

- Provide emergency procedures and public safety information to members of the public in accessible formats, upon request.
- Provide individualized emergency response information to employees who self-identify as having disabilities. Emergency evacuation plans for employees with disabilities will be shared with their manager, security and peer assistants if noted.

10. Transportation

- Where applicable, STEGH will provide accessibility transportation services upon request.

11. Procuring or acquiring goods and services

- STEGH incorporates accessibility criteria when procuring, acquiring, or designing goods and services.

12. Internet and Web Content

- As of 2014, all NEW internet websites and web content conforms to Web Content Accessibility Guidelines (WCAG), 2.0, Level A (excluding live captioning and pre-recorded audio description).

13. Recruitment

- Staff and public are notified about the availability of accommodation for applicants with disabilities in recruitment process
- Upon selection, applicants are notified that accommodations are available upon request

14. Accommodation

- Staff are informed of policies to support employees with disabilities, including provision of job accommodation
- Individual accommodation plans are created for employees with disabilities
- Return to work plans are created for those who have been absent from work due to a disability
- Accessibility needs and accommodation plans are taken into account when redeploying employees with disabilities.

15. Performance Management and Career Development

- Accessibility needs of staff with disabilities, as well as individual accommodation plans, will be considered during performance management process and when providing career development and advancement to staff with disabilities.

Accessibility Services/Accommodation available at STEGH

Printed Floor Plan & Signage

- Printed Floor Plan on each floor posted at elevator
- Signage being replaced to meet accessibility standards for clarity

Escorts

- Volunteers available to escort (Mon-Fri 0800-1600); phone 2167

Directory Signs

- Inside Main Entrance Doors (East), First Floor, and South Building

Accessible Entrances

- East entrance and South Building is accessible at ground level without curbing
- Equipped with automatic, sliding doors

Accessible Parking

- Designated spaces in lots for visitors, patients, and staff

Accessible Washrooms

- Accessible washroom marked with this symbol:

Accessible Elevators

- Accessible and equipped with audio tones and Braille

Handrails/bumpers

- In main hallways throughout hospital

Wheelchairs

- Available in Emergency, East Entrance and South Building

Care of the Bariatric Patient

- Bariatric beds, lifts, stretchers, commodes, wheelchairs
- See policies & procedures for care of the bariatric patient

Assistive Devices

- Members of the public are encouraged to use their own personal assistive devices to access services. This may include service animals.

Phones and Teletypewriter (TTY) Text Phone Devices

- Permanent TTY device at Switchboard location in Emergency Department.
- User phone # STEGH TTY Line (519) 631-7789

American Sign Language (ASL) Interpreters

- Available upon request – advanced notice is required
- Contact the Canadian Hearing Society, reference: Accessibility: Interpreter/Translation and Alternate Format Procedure

Language Translation Services

- Available through phone translation services – reference: Accessibility: Interpreter/Translation and Alternate Format Procedure

Definitions

Accommodations: Measures used to make something accessible to an individual with a disability. Provision of assistive devices or services, changes to policies, programs or procedures, allowing a person with a disability to participate, even though they may participate differently, are some examples of accommodations.

Adaptive or Assistive Devices: includes tools such as computers or special communication devices that facilitate access to information or services for people with disabilities, as well as devices/supports such as mobility aids, service animals, etc.

Disability:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability or a dysfunction of one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act*, 1997.

Equality: means not only treating people the same way but also may mean treating people differently in order to ensure that they have access to information and services equal to persons without disabilities.

Support Persons: are used by people with many different kinds of disabilities. Some people rely on support persons for certain services or assistance, such as using the washroom or facilitating communication.

References

Accessibility for Ontarians with Disabilities Act (2005)
 Accessibility Standards for Customer Service Ontario Regulation 429/07
 Integrated Accessibility Standards, Ontario Regulation 191/11

Ontarians with Disabilities Act (2001)

Guide: Accessibility Standards for Customer Service Ontario Regulation 429/07

Ministry of Health and Long Term Care - Assistive Devices Program

Web Content Accessibility Guideline Overview (WCAG)

STEGH [Recruitment & Selection Policy](#) & [Procedure](#)

STEGH [Care of the Bariatric Patient Policy](#) and [Procedure](#)

STEGH Accessibility: Interpreter/Translation and Alternate Format Procedure

Departments Affected

All areas of hospital

Attachments

Appendix A: Template for signage for posting is access is temporarily out of service (disruption of service template)

This policy & procedure replaces Accessibility Customer Service Policy, Accessibility Customer Service Procedure, and Accessibility Service Animals.



Notice

Disruption in Service

There is currently an unexpected service disruption. The estimated time of the service disruption will be:

From: _____

To: _____

The disruption includes:

The following alternative services are available:

On the behalf of the St. Thomas Elgin General we would like to thank you for your patience in this matter.

Contact: _____

Upon removal of this sign – please forward to Human Resources