

Administration Manual

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POLICY

In accordance with the Ontarians with Disabilities Act, (ODA) 2001 and the Accessibility for Ontarians with Disabilities Act (AODA) 2005 all persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by and on behalf of Campbellford Memorial Hospital (CMH). Specifically, CMH will identify, remove and prevent barriers to people with disabilities who access CMH facilities and services, including personnel, patients, visitors and community members. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.

Campbellford Memorial Hospital respects and upholds the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards.

We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, building/equipment requirements, employment (including recruitment, training, performance management and return to work accommodation) and best practices.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, we are committed to ensuring that this is considered in all aspects of an individual's disability.

Definitions:

Assistive Devices and Measures: Assistive devices and measures are supports made available by providers to improve access to care for patients with disabilities. For example, wheelchairs, volunteers, real-time captioning services (on- screen typing of what speakers are saying), sign language interpreters or deaf-blind interveners.

Other examples include, Telephone Teletypes (TTY) to communicate with clients who are deaf, hard of hearing, have speech impairments or are deaf-blind (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

Disability: According to the Ontario Human Rights Code, a “Disability” is defined as:

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

Personal Assistive Devices: For the purpose of this policy, Personal Assistive Devices are personal supports used by persons with disabilities that enable them to carry out the activities of daily living and allow access to hospital services. Patient-owned equipment such as power-mobility devices (power wheelchairs or scooters) are regarded as Personal Assistive Devices.

Service Animals: Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

Support Person: A "Support Person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

PROCEDURE

The Accessibility Working Group will ensure CMH complies with all aspects of the ODA, 2001 and the AODA, 2005. Particular responsibilities include:

1. Developing a multi-year Accessibility Plan that will be reviewed and presented to the Board of Directors on an annual basis and be made available to the public.
2. Providing training programs to all personnel, volunteers, students and physicians regarding their roles and responsibilities under the AODA.
3. Encouraging the use of support persons, service animals and assistive devices.

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4. Informing patients and families of the policies, alternate service options and feedback processes through various venues upon request.
5. Soliciting patient/family feedback through accessible feedback mechanisms.
6. Documenting all aspects of training, orientation and implementation as it pertains to accessibility activities in CMH.
7. Consulting with the public, person with disabilities and the Municipality Accessibility Advisory Committee (if applicable) when constructing or redeveloping existing on-site parking spaces as required under section 80.39 (1)

Our Commitment Recruitment and Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment as well as when accommodating an employee upon hire and throughout their employment at CMH.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

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

Training

The Hospital is committed to training staff and volunteers with regards to Ontario's accessibility laws and aspects of the Ontario Human Rights Code as they relate to persons with disabilities. We will train our employees and volunteers on accessibility by providing information to employees upon hire/orientation as it relates to their specific roles within the Hospital. The Hospital will also commit to updating employees and volunteers as legislation requirements unfold.

Procurement and Self-Service Kiosks

Campbellford Memorial Hospital will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities that meet the AODA standards. At any time should the Hospital need to update or re-develop a public space, we will do so in consultation with the CMH Accessibility Working Group and with the intended user(s). Should the Hospital incorporate self-serve kiosks in the future, the Hospital will consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

The Hospital will provide access and communication materials in a format that takes into account an individual's disability. When requested, CMH will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. The Hospital will also meet internationally- recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Design of Public Spaces

The Hospital is further committed to adhering to the applicable requirements under the AODA when constructing or redeveloping new or existing public spaces.

Changes to Existing Policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Related Policies

- 1-155 Communication – Accessibility
- 1-160 Disruptions in Service – Accessibility
- 1-165 Feedback Process – Accessibility
- 1-170 Personal Assistive Devices – Accessibility
- 1-175 Service Animals – Accessibility
- 1-180 Support Persons – Accessibility
- 1-185 Training

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