

<b>Reference/Standard:</b>  Accessibility for Ontarians with Disabilities Act 2005  Ontario Regulation 429/07	<b>Number:</b> HW.1.10	<b>Effective Date:</b> December 2009  <b>Reviewed Date:</b>  <b>Approved Date:</b> April 2011/ 05/11/2016
	<b>Approval:</b>  Chief Executive Officer	

## ACCESSIBILITY STANDARDS

### Standard Statement:

The Sioux Lookout Meno Ya Win Health Centre (SLMHC) is committed to providing accessible health care services to all individuals. Our vision, mission and values guide our strategic plan to include inclusiveness/accessibility as one of our success factors. SLMHC will strive to meet or exceed the legislative requirements of the *Ontarians with Disabilities Act 2001*, the *Accessibility for Ontarians with Disabilities Act 2005* and any subsequent legislation to achieve a fully accessible Ontario by 2025.

### Policy:

SLMHC will adhere to the guidelines of the Acts mentioned above, and develop its policies and standards based on the definitions that follow and ensure they are available to persons with disabilities as outlined below. Policies and standards will be updated when required by changes to the Acts or their regulations.

### Definitions:

**Accessible** is defined as capable of being easily understood or appreciated; easy to get at; capable of being reached; or entered; obtainable.

**Disability** is defined as:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheel chair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability or 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*

SLMHC will establish and enforce policies, practices and procedures consistent with the following principles as defined in the *Accessibility for Ontarians with Disabilities Act 2005*:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access our goods and use our services and about any other measures our organization offers (assistive devices, services or methods) to enable them to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises we own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how we provide goods or services to people with disabilities and how we will respond to any feedback and take action on any complaints. Make the information about our feedback process readily available to the public.

### **Notice of Availability of Documents**

SLMHC will provide the public notice of the availability of the documents required by the Accessibility Standards for Customer Service, (O. Reg. 429/07) upon request. Notice of availability will be provided on the website, through the newsletter and through other printed methods.

### **Format of Documents**

If SLMHC is required, by the *Accessibility for Ontarians with Disabilities Act, 2005*, to give a copy of a document to a person with a disability, the health centre will take into account the person's ability to access information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person. Language support will be available through interpreters and/or translated documents for those whose first language is not English.

**Feedback Process for Providers of Goods or Services**

1. Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
2. The feedback process must permit persons to provide their feedback in person, by telephone, in writing or by delivering an electronic text by email or on electronic memory device.
3. The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.
4. Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.