

	TITLE Accessibility Policy		
	CATEGORY Administration	ISSUING AUTHORITY Chief Executive Officer	EFFECTIVE DATE: January 21 2015

Our Mission

“Dedicated to improving the health of the communities we serve”

Our Vision

“A leading Rural community hospital delivering compassionate care”

Approved by Board of Directors May 29, 2012

Definitions:

Accessibility is:

- a) The extent to which a consumer or user can obtain a good or service at the time it is needed.
- b) The ease of which a facility or location can be reached from other locations.
- c) The ease of contact with a person or organization.
- d) Authorization, opportunity, or right to access records or retrieve information from an archive, computer system or website.

Disability is:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limit the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or physical impairment, 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) 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 for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act 1997*.

POLICY:

1. Our commitment

In fulfilling our mission and vision, Leamington District Memorial Hospital (LDMH) strives at all times to provide its goods and services in a way that respects the **dignity** and **independence** of people with disabilities. We are committed to providing **integrated services** where possible, giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

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LDMH is an **equal opportunity** organization and will not discriminate on the basis of disability in admission or access to, or treatment of, or employment in, its services, programs and activities.

***Dignity:** Refers to policies, procedures and practices that treat a person with a disability as a client who is as valued and deserving of effective and full service as any other client. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience. Service delivery needs to take into account how people with disabilities can effectively access and use services and show respect for these methods.*

***Independence:** In some instances, independence means freedom from control or influence of others' freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor.*

***Integration:** Integrated services are those services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other clients. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services. Alternate measures are ways of serving people that are not completely integrated into the regular business activities of the organization, for example, email.*

***Equal Opportunity:** Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.*

2. Providing goods and services to people with disabilities

Leamington District Memorial Hospital is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

2.1 Information and Communication

LDMH shall upon request, provide or arrange for the provision of information about our Accessibility Plan, our organization and its services, public safety information, or any other required information in accessible formats, or with communication supports

- (a) in a timely manner that takes into account the person's accessibility needs; 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.

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We will train managers, staff, volunteers and all other persons who provide goods, services or facilities on behalf of the organization who communicate with clients on how to interact and communicate with people with various types of disabilities.

2.2 Telephone services

We are committed to providing fully accessible telephone service to our clients.

We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by other means of communication that apply, e.g. e-mail, TTY, relay services if telephone communication is not suitable to their communication needs or is not available.

2.3 Assistive devices

We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

We will also ensure that staff know how to use the following assistive devices available on our premises for clients such as wheelchairs, walkers, canes, oxygen tanks, patient lifts etc.

3. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

4. Notice of temporary disruption

Leamington District Memorial Hospital will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

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5. Training

Leamington District Memorial Hospital will ensure that training is provided to all for its managers employees and volunteers regarding Customer Service, the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Leamington District Memorial Hospital's policies, and all other persons who provide goods, services or facilities on behalf of Leamington District Memorial Hospital. Training will be appropriate to the duties of the individuals being trained, and it will be provided at orientation, during annual reviews and as regulations or related policies and procedures change.

6. Feedback process

The ultimate goal of Leamington District Memorial Hospital is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Leamington District Memorial Hospital provides goods and services to people with disabilities can be made by e-mail, letter, verbally, suggestion box, feedback card, etc.. All feedback will be directed to the Patient Advocate. 519 326-2373 ext 4118 or lwest@ldmh.org. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

7. Employment

LDMH will inform applicants that accommodations will be provided for those with disabilities, including accommodation related to materials or processes used during recruitment upon request

All successful applicants and employees must be notified of accommodation policies as soon as practicable after they begin employment and receive updated information whenever the policies are changed

For all information generally available to employees and needed for an employee's job, LDMH will provide or arrange for the provision of accessible formats and communication supports at the request of an employee with disability.

Where required, and if the employer is aware of the disability, LDMH will provide individualized workplace emergency response information to employees with a disability based on the nature of the disability. These documented individualized emergency response plans will be reviewed by Human Resources:

- when the employee moves to a different location in the organization
- when the employee's overall accommodations needs or plans are reviewed

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- when the employer reviews its general emergency response policies

Individual accommodation plans will be documented and include:

- information regarding accessible formats and communication supports provided, if requested
- individualized workplace emergency response information, if required
- any other accommodation to be provided
- elements involved in the process for the development of documented individual accommodation plans included in the Regulation.

A return to work process will be in place and documented for employees who have been absent from work due to a disability and require accommodations in order to return to work.

In respect of employees with disabilities, LDMH will take into account accessibility needs and individual accommodation plans during career development and advancement, redeployment, and performance management processes.

8. Modifications to this or other policies

We are committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Leamington District Memorial Hospital that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by, or referred to the office of the CEO.

References

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

APPROVAL PROCESS

Team and/or Committee:

Date:

Accessibility Committee Chair

January 21, 2015

Senior Management Team (SMT)

January 21, 2015

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