

POLICIES AND PROCEDURES MANUAL	NUMBER: E-513
POLICY OWNER: Director, Human Resources	EFFECTIVE: January 2010
APPROVED BY: Directors Committee- May 25, 2023 Senior Admin Committee – May 30, 2023	REVISED: May 2023 REVIEWED: May 2023

Accessibility for Ontarians Disabilities Act- Integrated Accessibility Standards Regulation

PURPOSE

Queensway Carleton Hospital (QCH) is committed to enhancing the full and equal participation of all persons, especially persons with visible and non-visible Disabilities.

QCH's commitment to accessibility is guided by the principles of equity, independence, inclusion, and equal opportunity. QCH is committed to identifying, removing, and preventing barriers that impede the ability of all persons, especially persons with Disabilities, to fully access care and services.

As a designated public sector organization QCH is obligated, under the Accessibility for Ontarians with Disabilities Act, 2005 to meet the accessibility needs of all people, especially people with Disabilities. The goal of the Accessibility for Ontarians with Disabilities Act (AODA) is to develop a fully accessible Ontario by the year 2025. As such, QCH is committed to achieving barrier free accessibility for persons with Disabilities who are visiting and working at QCH and that all members of our community are treated with respect and dignity. As part of this commitment, there are a variety of services, groups, and committees at QCH devoted to promoting accessibility and to ensuring that individuals have equitable access to care, services, and facilities.

Queensway Carleton Hospital (QCH) is committed to empowering persons with Disabilities and enhancing their equitable access to care, services, and facilities. This commitment extends to patients, families, visitors, employees, and volunteers with visible and non-visible Disabilities.

POLICY

This policy is intended to provide the overarching framework to guide the review and development of other QCH policies, standards, procedures, and guidelines to comply with the standards developed under the AODA. This policy applies to all QCH employees, patients, students, visitors, and volunteers and to any individual who provides good, services or facilities to the public or other third party on behalf of QCH in accordance with the legislation.

QCH services, programs, goods, and facilities are to be available to people with Disabilities in a manner that:

- Is free from discrimination;
- Is inclusive;
- Provides accessible formats and communication supports;
- Seeks to provide integrated services, and;
- Takes into consideration a person's Disability.

Accessibility Committee

QCH has established the Accessibility Committee which is constituted by a broad representation of stakeholders. The Committee advises QCH about the requirements and implementation of AODA accessibility standards, preparation of accessibility reports, and other matter for which QCH may seek advice related to AODA. The Accessibility Committee is responsible for advice and

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direction on the implementation of this policy.

Accessibility Plans

The Committee will produce a multiyear Accessibility Plan which will be posted on the QCH website. An annual status report on the progress of measures taken to implement the plan will be prepared for the Senior Leadership Team. The Accessibility Plan will be reviewed and updated at least once every 5 years.

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

Accessible Formats and Communication Supports

QCH is committed to ensuring that communications with a person with a Disability are conducted in a manner that takes the person's Disability into account, including their preferences to receive and transmit information wherever possible. QCH will work with the person with Disabilities to better understand and support which method(s) of communication that works best for them and their accessibility needs.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner and at no more than the standard costing guide. If it is determined that information or communications are unconvertible, the department will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

QCH employees, volunteers, and third-party contractors shall use the proper terminology when speaking to or about persons with Disabilities, applying the person first rule.

Procurement of Goods, Services, Facilities and Kiosks

When procuring goods, services, self-service kiosks, or facilities, QCH will incorporate accessibility criteria and features unless it is not practicable. An explanation will be provided if not practicable.

Training

All Hospital employees, physicians, and volunteers and third-party providing goods and services to members of the public on QCH's behalf will receive training and/or information in accessible customer service and other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to a person with Disabilities. Training includes:

- Purpose of the AODA, 2005 and the requirements of the Customer Service Standards and this policy.
- How to interact and communicate with persons with various types of Disabilities.
- How to interact with persons with Disabilities who use an assistive device or require the assistance of a service animal or the assistance of a support person.
- How to use equipment or devices provided by the Hospital that may help with the provision of services to a person with a Disability.
- What to do if a person with a particular type of Disability is having difficulty accessing services.

The training and/or information must be provided as soon as practicable after being hired and

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upon commencement of their duties at the hospital.

The training must also be provided on an on-going basis in connection with any changes to the Hospital's policies, practices, and procedures governing the provision of services to persons with Disabilities.

The Hospital will maintain an up-to-date record of training provided.

Feedback Process

Accessibility feedback from our customers provide the Hospital with opportunities to learn and improve. The Hospital recognizes the right of our customers to make a complaint, provide a compliment or make suggestions on ways to improve our services.

The Hospital ensures our feedback process is accessible to all people, especially people with Disabilities by providing or arranging for accessible formats and communication supports, on request. Customers are invited to provide their feedback in writing, in person, by e-mail, or telephone address to:

Patient Relations Department – Queensway Carleton Hospital
3045 Baseline Road
Ottawa, ON
K2H 8P4
Phone:613-721-2000

Individuals who have indicated a desire to be contacted can expect to hear back from the Patient Relations Department within 48 hours after receipt of a complaint, compliment, or inquiry, through written, in person, e-mail or telephone acknowledgement. Further action will be determined between the Patient Relations and the individual.

Customer Service Standards

Assistive Devices

The use of assistive devices by persons with Disabilities to obtain, use or benefit from services provided by Queensway Carleton Hospital is recognized unless otherwise prohibited due to health and safety or privacy issues. Where applicable, assistive devices owned and operated by Queensway Carleton Hospital will be available for use by persons with Disabilities. The QCH website contains information on services and equipment available.

Support Persons

Persons with Disabilities are entitled to be accompanied by their support person in areas that are open to the public, when accessing care and services provided by QCH. If a person with a Disability is accompanied by a support person, the organization shall ensure that both persons are entitled to enter the facility together and that the person with a Disability is not prevented from having access to the support person while in the facility.

The Hospital may deem it necessary to require a support person for a person with a Disability to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a Disability and when it is the only means to allow the person with a Disability to access the Hospital's services.

Where fees for good and services are advertised or promoted by the Hospital, it will provide

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advance notice of the amount payable, if any, in respect of a support person.

Service Animals

QCH welcomes people with Disabilities and their service animals. Service animals are allowed on the part of our premise as outlined in our corporate policy B-514 Service Animals. Persons with Disabilities are entitled to be accompanied by their service animal and keep that animal with them in areas that are open to the public, when accessing services provided by the Hospital, unless superseded by other legislation.

Service Disruption

In the event of a planned service disruption to the Hospital, services, or systems that are relied upon by persons with Disabilities to access the Hospital's services, notice of the disruption shall be provided in advance. Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services, or systems that may be available. Notice may be given by posting the information in a conspicuous place in the Hospital or posted on the Hospital's website or by such other method as is reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

Information and Communication Support Standards

When communicating with people with a Disability QCH employees, physicians, volunteers, and third-party contractors will do so in a manner that takes in to account the persons Disability. QCH notifies the public about the availability of accessible formats and communication supports by providing information on our QCH website. Internet websites and content controlled by QCH meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility legislation and regulations.

Emergency Procedures, Plans, and Information

QCH will provide all public emergency procedures, plans, and public safety information upon request in an accessible format or with support in a timely manner.

Employment Standards

QCH will post information about the availability of accommodation for applicants with Disabilities in the recruitment process. Applicants selected for an interview or testing will be notified that accommodations for materials to be used in the process are available upon request. Any requests for accommodation will consider the applicant's Disabilities. QCH will consult with any applicant who requests accommodations in a manner that takes in to account the applicant's Disabilities. Successful applicants will be notified about QCH's policies for accommodating employees with Disabilities as part of their employment offer.

QCH will inform employees of the policies used to support employees with Disabilities, including policies on the provision of accommodation that take in to account an employee's accessibility needs due to Disability. QCH will provide this information to new employees at orientation or as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of accommodation that include an employee's accessibility needs due to Disability. A documented return to work process with steps outlined for employees returning to work due to Disability is in place.

If Personal Emergency Response Plans are required related to the employee's Disabilities this

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information will be provided to the employee and with the employee's consent to the person designated to support. Individual accommodation plans are developed and documented for employees and will include individualized workplace emergency response information as necessary. Details of the accommodation and emergency response planning process are found in the corporate policy F-026 Ability Management

Performance Management, Career Development, and Redeployment

QCH will consider the accessibility needs of its employees with Disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

Transportation Standards

This Standard under the Integrated Accessibility Standard Regulation sets out the requirements to prevent and remove barriers to public transportation so that everyone can more easily travel in Ontario. Much of the responsibility for removing barriers to transportation in Ontario resides with municipalities and public agencies. However, QCH will provide support to help make transportation and related services more accessible, where possible. When required QCH will provide accessible transportation services.

Built Environment Standards (Design of Public Spaces)

QCH will comply with the AODA Design of Public Spaces Standards when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes;
- Outdoor public use eating areas like rest stops or picnic areas;
- Outdoor play spaces;
- exterior paths of travel;
- accessible off-street parking;
- accessible on street parking service-related elements like service counters, fixed queueing lines and waiting areas.

DEFINITIONS

Accessible Formats, sometimes called alternate formats, are ways of presenting printed, written, or visual material so that people who do not read print can access it. Accessible formats are necessary when the standard text or presentation cannot be read or heard by the user. People who do not read print may: be blind or visually impaired, have a learning disability that affects reading, and/or have a physical disability, and be unable to hold or turn pages. Common types of accessible formats may include, but are not limited to: Braille, large print, accessible computer files and web content, audio, electronic, and many others.

Assistive Device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with Disabilities.

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a Disability from fully participating in all aspects of society because of their Disability, including a physical barrier, an architectural barrier, information or

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communication barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.

Customer is a person who buys, receives, or uses goods or services.

Disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, means:

- 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.
- A condition of mental impairment or a development Disability
- A learning Disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder; or
- An injury or Disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Person First Rule: The basic idea is to use a sentence structure that names the person first and the condition second.

Service Animal As defined in *Ontario Regulation 191/11* an animal is a service animal for a person with a Disability if it is readily apparent that the animal is used by the person for reasons relating to their Disability; or if the person provides a letter from a designated regulated health professional that confirms the person needs the service animal for reasons relating to their Disability.

Support Person: As defined in *Ontario Regulation 191/11* a support persons means in relation to a person with a Disability, another person who accompanies them to help with communication, mobility, personal care, or medical needs or with access to goods or services.

Unconvertible- Not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

REFERENCES AND RELATED DOCUMENTS:

- *Ontarians with Disabilities Act, 2001*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation 191/11– Integrated Accessibility Standard*
- *Ontario Human Rights Code*
- *Corporate Policy B-514 Service Animals*
- *Ontario Ministry for Seniors and Accessibility- Accessibility Policy Sample*
- *Corporate Policy F-026 Ability Management*