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<b>Title:</b> <b>Accessibility For Ontarians With Disabilities (AODA)</b>			
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### Purpose

To meet all applicable legislation under the following:

1. Accessibility For Ontarians with Disabilities Act (AODA), which includes:
  - Customer Service Standard, Ontario Regulation 429/07.
  - Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.
2. Ontario Human Rights Code; as it relates to people with disabilities.

### Statement of Commitment

The mission of Georgian Bay General Hospital is exceptional care, every person, every time. Georgian Bay General Hospital is committed to treating all people with dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. GBGH is committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, GBGH will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated at least once every five years to

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identify progress made in addressing barriers and it will be posted on the GBGH website and Staff Intranet.

## Definitions

**Assistive Devices** - These are tools, products or types of equipment that help people with disabilities perform tasks and activities. These may include wheelchairs, scooters, walkers, canes, crutches, prosthetic devices, orthotic devices and hearing aids.

**Accessible format** - formats that are an alternative to standard print and are accessible to people with disabilities. These may include large print, recorded audio, electronic formats, and Braille.

**Communication supports** – supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

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**I. CUSTOMER SERVICE STANDARDS**

General

All customer service provided by Georgian Bay General Hospital shall follow the ideals of dignity, independence, integration and equal opportunity.

GBGH will provide notice that documents required under the Customer Service Standards are available upon request. When giving documents required under the customer service standard to a person with a disability, GBGH will provide the information in a format that takes into account the person’s disability.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

- Large Print
- Hard Copy
- E-mail

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

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### 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 customers with disabilities while accessing our goods or services.

### 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 Georgian Bay General Hospital's 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.

Parking fees are charged to park on the Georgian Bay General Hospital's premises. Customers will be informed of this by a notice that will be posted on Georgian Bay General Hospital's premises and on our website.

### Notice of Temporary Disruption

Georgian Bay General Hospital will provide customers 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.

### Feedback Process

The ultimate goal of Georgian Bay General Hospital is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

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Feedback regarding the way Georgian Bay General Hospital provides goods and services to people with disabilities can be made by requesting a form from our Switchboard Receptionist or by requesting by e-mail on our website. All feedback will be directed to the Manager of the department service was received in. Customers can expect to hear back within 48 hours of receipt of feedback.

### Training

Georgian Bay General Hospital will provide training as it pertains to this standard to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.

Records of training will be kept, including the date on which the training is provided and the number of individuals to whom it was provided.

Training will be provided to new employees and volunteers as soon as practicable after they are assigned applicable duties.

Applicable staff/volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities and will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Georgian Bay General Hospital's goods and services
- Georgian Bay General Hospital's policies, practices and procedures relating to the customer service standard.

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## II. INTEGRATED ACCESSIBILITY STANDARDS

### GENERAL REQUIREMENTS:

#### Accessibility Policies

GBGH will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the integrated standards. The policies will be made publicly available and provided in an accessible format upon request.

#### Multi-Year Accessibility Plan

Georgian Bay General Hospital will establish, implement, maintain and document a multi-year accessibility plan, which outlines our strategy to prevent and remove barriers and meet its requirements under this regulation. The plan will be reviewed and updated at least once every five years. We will make it available to the public and provide it in an accessible format when requested.

GBGH will prepare an annual status update on the progress in implementing the plan, including steps taken to comply with the requirements of the regulation and publicly post the status update on our website, and provide it in an accessible format on request.

#### Procuring Goods, Services or Facilities

Where possible, include accessible design, criteria and features when purchasing new goods, services or facilities for your organization.

All Shared Services West documents include the following statement that will be used in all procurements moving forward:

- Supplier's staff will strictly observe any disabled person's right to accessibility as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and shall comply with all applicable accessibility standards under the AODA and its regulations while carrying out its obligations under this Agreement. If requested by the Hospital(s), Supplier shall provide evidence of the policies, procedures and training practices that it has implemented in order to comply with the requirements of the AODA and its regulations. Supplier's staff will read and acknowledge the Hospital(s)'s guides to providing customer service and care to people with disabilities.

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Self-Serve Kiosks

GBGH will consider the accessibility of interactive electronic terminals when it is designing, procuring or acquiring them. In our organization, devices included are self-serve registration kiosks, parking gates and parking payment machine.

Training

Training will be provided on the Integrated Standards and on the Ontario Human Rights Code as it pertains to persons with disabilities. This training will be provided to all employees, volunteers, people who participate in developing policies and all other persons who provide goods, services or facilities on behalf of GBGH.

Training will be appropriate to the duties of the employees, volunteers and other persons and will be provided as soon as practicable. Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.

Records of training will be kept, including the date on which the training is provided and the number of individuals to whom it was provided.

**INFORMATION AND COMMUNICATIONS STANDARD:**

Feedback

Further to the Feedback process under the Customer Service Standard, GBGH will ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and shall notify the public of their availability.

Accessible Formats and Communication Supports

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with information in a manner that takes into account the person’s disability.

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### Telephone Services

GBGH is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

GBGH will offer to communicate with customers by TTY (teletype) or e-mail if telephone communication is not suitable to their communication needs or is not available.

### Accessible Website

When significantly updating the current website, GBGH is committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A. Website content will comply with Level AA standards by January 2021.

### Emergency and Public Safety Information

When asked, GBGH will provide publicly available emergency information like evacuation plans or brochures, in an accessible format.

## **EMPLOYMENT STANDARD:**

### Accessible Formats and Communication Supports for Employees

GBGH will provide accessible workplace information when an employee with a disability asks for it. The needs of the employee will be determined and the format used will meet the needs of the employee. This includes:

- any information that employees need to perform their jobs
- general information that is available to all employees at work (e.g., company newsletters, bulletins about company policies and health and safety information)
- information about emergency procedures

### Recruitment, Assessment and Selection

GBGH employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities.

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Performance Management, Career Development and Redeployment

Our performance management, career development and redeployment processes will take into account the accessibility needs of our employees with disabilities.

Documented Individual Accommodation Plans

Our process for the development of documented individual documented accommodation plans for employees with disabilities include:

- How we include the employee in the development of the plan
- How we consider the employee on an individual basis
- How we would proceed in getting a medical or other expert’s opinion on the accommodation of the employee and at our own expense
- How other representatives or agents may or may not be involved
- How the employee’s personal information will be protected
- How often the plan will be reviewed and how it will be done
- How the plan will be provided in a format that respects the individual’s needs due to a disability

Return to Work Process

Our process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps we will take to facilitate the employee’s return to work
- Use their individual accommodation plan, where it exists, as part of the process

**DESIGN OF PUBLIC SPACES STANDARD:**

GBGH will incorporate accessibility requirements when creating or redeveloping public spaces identified under the accessibility standard for the design of public spaces.

Relevant public spaces at GBGH include:

- Service-related elements like service counters and waiting areas
- Public outdoor paths of travel
- Outdoor public use eating areas
- Off street parking areas

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Accessible elements in public spaces required by this standard are to be included in preventive and emergency maintenance plans. Notice will be given of temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working.

Note; features inside public buildings covered by Ontario's Building Code are not included in the standard. For example; washrooms, building entrances, elevators, walkways and ramps connecting to building entrances.

## References

Government of Ontario, O. Reg. 191/111: INTEGRATED ACCESSIBILITY STANDARDS, <http://www.ontario.ca/laws/regulation/r11191#BK15>

A Guide to the Integrated Accessibility Standards Regulation, <https://www.tiaontario.ca/uploads/IASR%20Policy%20Guidelines.pdf>

GAATES Sample Accessibility Policy Template, [www.gaates.org/documents/ICT/GAATES\\_Acc\\_Pol\\_LB.pdf](http://www.gaates.org/documents/ICT/GAATES_Acc_Pol_LB.pdf)

HR Associates Accessibility Multi Year Accessibility Policy and Plan, <http://hrassociates.ca/about-us-accessibility/multi-year-accessibility-policies-and-plan/>

AODA Customer Care Guide, <http://www.aoda.ca/customer-care-guide/>

Government of Ontario, Accessibility Rules-Public Sector Organizations, <http://www.ontario.ca/page/accessibility-rules-public-sector-organizations>

Government of Ontario, How to Make Websites Accessible, <http://www.ontario.ca/page/how-make-websites-accessible>

Accessibility for Ontarians with Disabilities Act website, <http://www.aoda.ca/guide-to-the-act/>

AODA Compliance Checklist, Osler, Hoskin & Harcourt LLT, [www.osler.com](http://www.osler.com)

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**Supporting Documents** *(related GBGH documents.)*

Multi-year Accessibility Plan

**Policies this document replaces**

Customer Service Accessibility Policy  
Customer Service Accessibility Procedures  
AODA Customer Service Policy Statement  
Accessibility Planning Policy, Adm/8-a-020

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