

Title:	Accessibility- POL- PRO- INT
Folder Name:	Kernal Root\Trillium Health Partners\Corporate Policies and Procedures\General Administration\Integrated
Date of Issue:	01/01/2018
Policy Sponsor:	Karli Farrow, SVP
Next Revision:	01/01/2021

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1. PURPOSE AND APPLICATION

The purpose of this policy is to promote patient and family centred care to persons with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

1.1 Application

All employees, professional staff, volunteers, students/learners, independent and external contract workers, and all individuals who represent the Hospital and interact with the public are bound by this Policy (referred to as “Individuals” in this policy).

2. POLICY AND GUIDING PRINCIPLES

The Hospital is focused on delivering the best possible health outcomes and an exceptional patient experience through high quality, more accessible and efficient care. Our vision for an exceptional experience for patients and their families is an inter-connected system of care that is easier to navigate and addresses the unique needs of our community. In order to achieve this vision, we must eliminate barriers that limit equitable and accessible care for our patients and their families.

Implementation of this policy will be guided by the following principles and policy statements.

- The Hospital complies with all relevant laws and regulations, including the AODA and the Ontario Human Rights Code.

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- All policies support and embody the Hospital's core values.
- The safety of Hospital patients is a priority.
- The Hospital is committed to fostering a safe, healthy, positive, and inclusive environment that respects the personal worth, dignity and diversity of each Individual.
- The Hospital is committed to providing respectful care that focuses on the unique needs of individuals.
- The Hospital is committed to preventing and removing barriers for persons with disabilities, through its Multi-year Accessibility Plan.

Accessibility criteria will be incorporated into the Hospital's operational processes. Accessible formats and communication supports will be provided in a timely manner, at no additional cost to the person with a disability.

Information about a disability is personal and private and must be treated confidentially.

3. ACCESSIBILITY FOR PATIENTS AND VISITORS

Patients or visitors requiring accommodation should advise staff at the point of registration or upon the appointment booking. Staff will accommodate the patient/visitors needs based on consistency with this policy. Potential hires/staff who require accommodation should consult **section 4** of the policy.

3.1 Accessible Information

The Hospital will use a variety of formats as required to support information dissemination and dialogue with persons with disabilities.

A list of available formats and supports will be posted on the Hospital's website. These may include, but are not limited to, large print, email, simplified summaries, illustrations, verbal communication, and American Sign Language (ASL) Interpretation. Staff can request an ASL Interpreter by contacting the Hospital's Language Services at 905-848-7580 ext. 3064, or interpreters@thp.ca. Accessible formats and communication supports will be determined in consultation with the individual to ensure they are suitable.

The Hospital will ensure that its internet and intranet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

Information on emergency procedures and codes is available on the website. Where required, other accessible formats will be used to ensure this information is effectively communicated.

For more information on how to access these services please contact Communications and Public Affairs at 905-848-7538 or at Public.Affairs@thp.ca.

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3.2 Assistive Devices

Persons with disabilities have the right to use their own personal **assistive devices** while accessing the goods or services provided by the Hospital. Assistive devices include, but are not limited to; wheelchairs, reading machines, recording machines, hearing devices and devices for grasping. The ongoing use of assistive devices will be evaluated at the time of treatment/service with due regard to patient safety.

3.3 Service Animals

The Hospital supports persons with disabilities who are accompanied by a service animal.

To be considered a service animal it must be readily apparent that the animal is being used to assist the person with a disability, or the person with a disability may be requested to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons related to their disability. The individual may also have an identification card from the Ministry of the Attorney General indicating the need for a service animal. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Types of service animals include, but are not limited to:

- Hearing Dog: trained to alert a person with severe hearing loss/deaf when a sound occurs.
- Service or Mobility Dog: trained to enhance life and mitigate disability e.g. open doors, ring doorbell, activate elevator, steady while walking, carry objects, pull wheelchair, etc.

When a person requires a service animal, every effort will be made to accommodate and ensure that the surroundings will allow the person to effectively maintain their relationship with the animal. If this is not possible due to health or safety concerns, a mutually agreed upon location for the animal may be identified for a

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limited time. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the service animal.

3.4 Support Persons

Any person with a disability who is accompanied by a support person will be allowed to have the support person present while on the premises unless it becomes a health or safety risk. In this instance, other provisions will be made to ensure that the individual receives the assistance otherwise provided by the support person. In some cases, it may be necessary to seek the consent of the person with the disability prior to discussing confidential information in front of the support person.

3.5 Transportation

The Hospital provides a free accessible shuttle bus service for patients, visitors and staff, between the Mississauga Hospital and Queensway Health Centre, with an additional stop at the PCL Building 2085 Hurontario Street, and between the Mississauga Hospital and Credit Valley Hospital. The service runs Monday to Friday 7:30 a.m. to 5 p.m. For details visit our website.

4. ACCESSIBILITY FOR ALL

The Hospital is committed to equitable employment practices. Accommodation will be provided during the recruitment, selection, hiring, performance management, career development and advancement processes for all individuals with disabilities covered by this policy.

Individual accommodation plans for persons with disabilities will be developed and documented in consultation with the unit/service manager, Human Resources and/or Occupational Health and Safety.

The accommodation plan will outline accommodation that is to be provided including information regarding accessible formats and communications supports, and if required, individualized workplace emergency response information.

5. SERVICE DISRUPTION

The Hospital is aware that the operation of its services and facilities is important to the public. However, temporary disruptions at its facilities and services may occur due to reasons that may or may not be within its control or knowledge.

It is recognized that these disruptions could impede the ability of individuals with disabilities to access the Hospital and its services. Therefore, the Hospital will make reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. The notice will be made available by

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posting the information on the premises and/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, advance notice will not be possible. In such cases, the Hospital will provide notice as soon as possible.

6. PATIENT FEEDBACK ON ACCESSIBILITY OF HOSPITAL SERVICES

The Hospital welcomes input on its services from patients, families, visitors, employees, professional staff, volunteers, contractors and any other people who interact with the public on behalf of the Hospital as part of its commitment to the continuous improvement of patient care.

A person who wants to provide feedback should submit it in person, in writing, by email or telephone.

Feedback should be directed to:

Credit Valley Hospital

905-813-4109

Patient.RelationsCVH@thp.ca

Mississauga Hospital/Queensway Health Centre

905-848-7164

Patient.RelationsMH@thp.ca

Any feedback the Hospital receives through the Patient Relations office dealing with the accessibility of Hospital services is provided to the Manager, Accessibility, and Diversity for review, and to the Accessibility Working Group for review and inclusion in the annual accessibility planning process.

7. RESPONSIBILITIES

Accessibility Working Group

The objective of the Hospital's Accessibility Working Group is to ensure that the Hospital complies with the AODA by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including patients, their families, visitors, staff, professional staff, students/learners and volunteers.

The responsibilities of the Committee are to:

- Review policies, programs, practices, and services that cause or may cause barriers to persons with disabilities.

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- Prepare a Multi-year Accessibility Plan on activities and review annually.
- Monitor the implementation and ongoing compliance with the standards outlined in the AODA.
- Act as a liaison with the community and appropriate external agencies in regards to accessibility planning.
- Provide reports and updates to the Senior Management Team, and to the Board of Directors or its subcommittees as required

The Accessibility Working Group is comprised of a cross-section of professional designations and representation from across the organization;

- Enterprise Risk Management
- Learning and Organizational Development
- Human Resources
- Occupational Health and Safety
- Communications, Patient and Community Relations
- Project Management Office
- Redevelopment
- Emergency Management
- Corporate Services
- Information Technology
- Parking and Security Services
- Nursing/Mental Health
- Seniors` Health
- Accessibility & Diversity
- Volunteer Resources

8. EDUCATION/COMMUNICATIONS

Education & Training on the AODA

All Individuals will receive training on the provision of accessible customer service and accessibility legislation. New Staff and High school Co-op hires complete their training and education during General Hospital Orientation and annually thereafter through completion of the Mandatory Learning curriculum available online through the Hospital's learning management system, iLearn.

Professional staff, volunteers, contractors and, learners and any other people who interact with the public on behalf of the Hospital receive their educational material as part of their welcoming package.

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All staff, professional staff and volunteers, who deal with the members of the public or other third parties, and every person who participates in developing the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties are required to complete accessibility training.

- Staff, professional staff, volunteers, contractors and any other people who interact with the public on behalf of the Hospital, will also receive training when changes are made to the polices, practices, and procedures and/or when new legislation is introduced.

The Hospital will track and record individual participation in this training as follows:

- Staff learning is tracked within the Hospital's learning management system. Historical learning records are kept on file with the Learning and Organizational Development department.
- Volunteer training is recorded through Volunteer Resources.
- Professional staff training is recorded through the Medical Administration Office.
- Learner training is recorded through the Education department.
- High school coop student learning is recorded through the Learning and Organizational Development department.

9. REFERENCES

The Accessibility For Ontarians With Disabilities Act. The Ontarians With Disabilities Directorate - Ontario Regulation 429/07

http://www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/what/AODA_2005.htm

Blind Persons Rights' Act - R.S.O. 1990, c. B.7, s. 1 (1).http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90b07_e.htm

Guidelines for Environmental Infection Control in Health-Care Facilities:

Recommendations of CDC and the Healthcare Infection Control Practices Advisory Committee (HICPAC)

<http://www.cdc.gov/mmWR/preview/mmwrhtml/rr5210a1.htm>

Guidelines for animal-assisted interventions in health care facilities

Writing Panel of Working Group, Lefebvre SL, et al., Guidelines for animal-assisted interventions in health care facilities, American Journal of Infection Control, 2008 Mar;36(2):78-85.

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10. APPROVED BY

2018/12/18 Enterprise Management Committee

11. RELATED POLICIES

2014/01/31 Patient and Visitor Feedback PRO

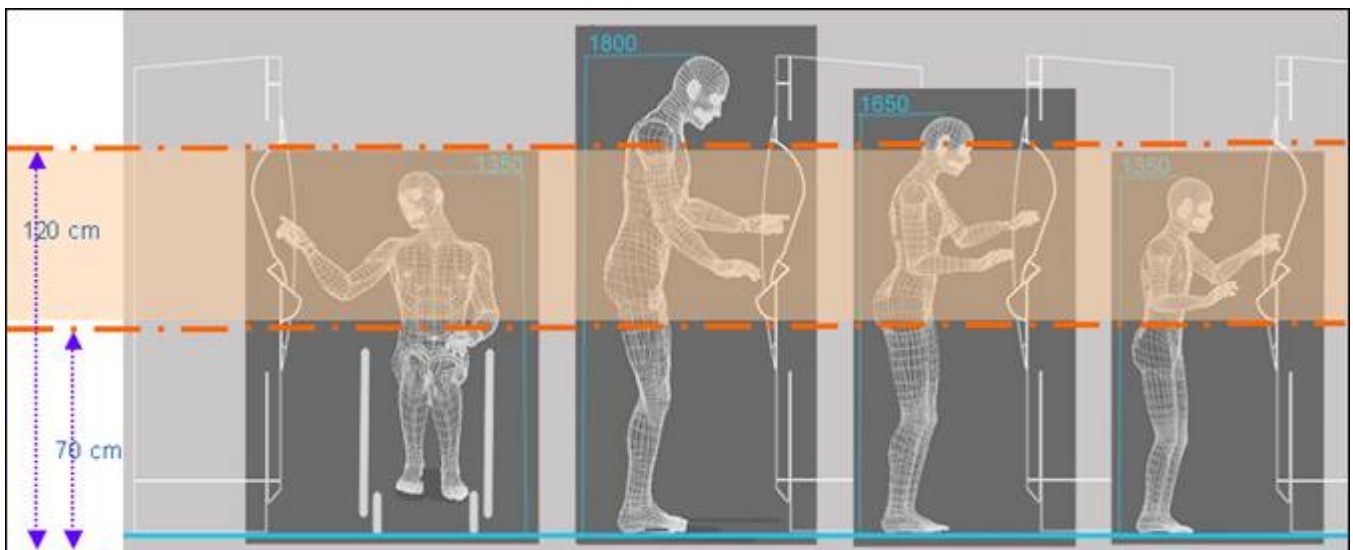
12. SUPERCEDES

2013/02/25 Accessibility – P & P INT

13. APPENDICES

ACCESSIBILITY OF PARKING PAY STATIONS

The Hospital has installed the Varioflex pay station at all sites which is fully accessible. It is designed using a motorized coin acceptor and a motorized, horizontal coin handing carousel. Other suppliers use gravity fed coin paths which require a coin slot high up on the machine and a vertical coin handing mechanism.



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REQUIREMENTS FOR RFPs

Per General Requirements of AODA, accessibility must be incorporated into an organization's process for procuring or acquiring goods, services or facilities except when it is not practical to do so. The following are sample clauses for RFP and contracting processes.

RFP Clause: 1.7.1 – Compliance with AODA

As part of its response to this RFP, a Proponent may describe all measures that the Proponent intends to implement or make available in order that the Deliverables provided in response to this RFP be in compliance with applicable accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations, including but not limited to (i) any training that has been, or will be, provided to Proponent's staff; and (ii) all policies implemented by Proponent in respect of the AODA and its regulations. The Agreement shall require that the successful Proponent provide all Deliverables in accordance with the AODA and its regulations.

Contract Clause: 11.8 Compliance with AODA Legislation

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 Hospital(s)'s guides to providing customer service and care to persons with disabilities.