

September 30, 2013

(Enter Service Provider Name)  
(Enter Service Provider Address)

Dear Service Provider,

In 2005, the *Accessibility for Ontarians with Disabilities Act (AODA)* was passed with the goal of creating standards to improve accessibility in Ontario. The new Integrated Accessibility Standard established additional requirements for information, communication, employment and transportation.

Trillium Health Partners (“THP”) is a proud supporter of all efforts to create a barrier-free environment. We also recognize our responsibility under the Ontario Human Rights Code respecting non-discrimination and have been working diligently to meet the legislative requirements. As a service provider of THP, the legislative requirements extends to you and your responsibilities to people with disabilities as you provide service to them at or for THP and include the following:

- you are required to provide service in a manner that respects the dignity and independence of people with disabilities;
- you are required to communicate with people with disabilities in ways that take into account their disability and provide services according to individual needs;
- you are required to give people with disabilities equal opportunity to obtain your services;
- people with disabilities have the right to use their own personal assistive devices while accessing your services;
- people with disabilities have the right to use their services animal (e.g. Seeing eye dog) while accessing your services;
- people with disabilities have the right to be accompanied by a support person and have access to that support person while receiving your services;
- THP is required to provide notice in the event of planned or unexpected disruption of services; and
- THP must have a process in place to receive feedback on how it is providing its goods and services to people with disabilities.

In addition to the above, your responsibilities also include the following:

- ensure that you and your staff familiarize with THPs policies and training materials located at: [www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca) and
- follow THP policies and processes in the event you are in receipt of a complaint associated to the above listed responsibilities.

For further information or support, please email [accessibility@trilliumhealthpartners.ca](mailto:accessibility@trilliumhealthpartners.ca)

Thank you for your ongoing commitment to a barrier-free Trillium Health Partners.

Sincerely,

Accessibility Planning Committee  
Trillium Health Partners