

Accessibility for People with Disabilities

Policy:	This policy establishes the accessibility standards for customer service for our Organization, in accordance with Ontario Regulation 429/07, <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA). All provinces will be held to this standard.
Purpose:	This policy outlines the steps pt Health is taking to ensure people with disabilities are able to fully participate in all activities in our organization, to ensure we have a fully accessible company by 2025.
Scope:	This policy applies to all executive, management, and full and part-time employees, volunteers, agents, contractors, and others who provide service on behalf of pt Health

pt Health strives at all times to provide goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. The provision of services to persons with disabilities will be integrated wherever possible. We are committed to giving people with disabilities support and an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of pt Health. Accommodation for the needs of people with disabilities will be available during our interactions, including both the needs of our patients and our employees during the hiring and selection process, as well as while working with us at pt Health.

Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Assistive Device means any device or mechanism that assists a person with a disability in accessing, and benefiting from the services provided. Assistive devices may include, but are not limited to; American Sign Language (ASL) interpretation, wheelchair, walker, cane, assistive listening device, visual alarms, or assistive software programs.

Disability means:

- a) Any degree of physical 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 impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, on a wheelchair or other remedial appliance or device,

- b) A 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 or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights.

Service animal is an animal that provides assistance for a person with a disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability; or a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

What Is Considered A Disability Under This Legislation And Its Regulations?

Visible and invisible disabilities that may be temporary, short-term, long-term or permanent are all included in the definition of disability for the AODA and its regulations. The emphasis is on the accommodation needs of the person, rather than the identification of the person's disability or disabilities.

Types of disabilities include:

Also included are people with: seizure disorders, severe allergies, heart conditions, cancer, or any other disease or condition that affects people in such a way that they require an accommodation to access services or employment.

- Mobility
- Vision
- Hearing
- Deaf-blindness
- Speech or communication
- Mental health
- Intellectual or developmental
- Learning
- Sensory perception

Use of Service Animals, Support Persons, and Assistive Devices

- a) If a person with a disability is accompanied by a guide dog or other service animal, pt Health will ensure that the person is permitted to enter any facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, pt Health will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from our goods and services.

- b) If a person with a disability is accompanied by a support person, pt Health will ensure that both persons are permitted to enter any facility, and that the person with a disability is not prevented from having access to the support person. Where and if a fee is charged for the support person, prior notice of the fee will be made available.
- c) If a person with a disability uses one or more assistive devices to obtain, use or benefit from our goods and services, pt Health will allow the person to use the assistive device(s) when accessing our service. pt Health will also ensure that our staff is trained and familiar with various assistive devices at our premises that the person with a disability may use.

Notice of Temporary Disruptions

pt Health will provide notice of temporary disruptions. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available alternative services. Notice will be made conspicuous and may be displayed at the location of the disruption, on the website, in a mailing or another reasonable method.

Accessibility Training Policy

pt Health provides disability related accessibility training to all pt Health team members. Training will be provided to every person dealing with members of the public, or who participates in developing pt Health's policies, practices, and procedures governing the provision of goods and services to the public.

The training includes the following information.

- The purpose of the Accessibility for Ontarians with Disabilities Act
- 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 support person
- How to use equipment made available by pt Health to help people with disabilities access goods and services
- What to do if a person with a disability is having difficulty accessing pt Health's goods and services.

Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

Feedback Process

pt Health employs a feedback process through which people with disabilities are encouraged to provide information and feedback about the goods and services they receive. Feedback can be received in person, by mail or email, by telephone, fax or other methods.

- a) When you receive inquiries about submitting feedback, print a **FORM002 Customer Feedback Form** from the online Training Centre or direct the patient to speak to your manager in person.
- b) Alternatively, feedback can also be submitted through our website.

Notice of Availability of Documents

pt Health will provide the public notice of the availability of the documents required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on the web site and through other printed methods.

Format of Documents

If pt Health is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the Organization will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

What We Need To Do To Comply

To comply with the *Accessibility for Ontarians with Disabilities Act*, all pt Health employees, volunteers and contracted staff **must** complete the following:

- Watch the government E-Learning modules – each module will take approximately 15-30 minutes to complete.
OR
- Read the Print Training Guide(s) – these documents will each take approximately 10 minutes to read.
- Electronically acknowledge compliance with the AODA throughout employment with pt Health.

NOTE: All training items listed above can be found on the online Training Centre, under Knowledge Bank.

In addition to learning about the AODA, all pt Health staff is to include the following in their customer service:

- Consider a person's disability when communicating with them.
- Allow assistive devices in your workplace, i.e. wheelchairs, walkers and oxygen tanks, etc.

- Allow service animals.
- Welcome support persons.
- Let customers know when accessible services aren't available. I.e. elevators, ramps, etc.
- Invite customers to provide feedback.

Where Can I Learn More?

You can go to www.accesson.ca to view the legislation and the accessible customer service regulation and to access the tools that the government has developed to help you comply.