

 Haldimand War Memorial Hospital	Policy and Procedure Manual	Policy: HR 1.81
Policy Title: Accessibility for Ontarians with Disabilities	Department: Human Resources	
Approval By: CNO	Approval Date: April 14, 2023	
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1.0 Purpose

Haldimand War Memorial Hospital (HWMH) is committed to remove the barriers for people with disabilities through increased awareness, understanding and identification of their needs for accessibility planning, implementation and evaluation.

According to the [Accessibility for Ontarians with Disabilities Act \(2005\)](#) a barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle").

A disability is defined as:

- (a) 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,
- (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, or
- (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*; ("handicap").

2.0 Policy

- 2.1 HWMH supports the rights of persons of all ages with disabilities to equal opportunity to its health services, programs and employment opportunities. HWMH recognizes the diverse needs of the community and is committed to continually improving accessibility for persons with disabilities. This is provided under the Canadian Charter of Rights and Freedom, the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. The Canada Health Act guarantees everyone, including those with disabilities, access to health care services.
- 2.2 This policy applies to all staff, physicians, volunteers, contractors and learners within HWMH.
- 2.3 The HWMH Accessibility Working Group is a collaborative approach to ensuring all AODA legislative regulations and standards are met within HWMH. This group will have an established Terms of Reference (TOR), is responsible and accountable to the Vice President & Chief Nursing Officer. The annual accessibility report and multiyear plan will be created and communicated by the Accessibility Working Group to the community, leadership, Quality & Risk Management Committee, Joint Health & Safety committee and the Board of Directors.
- 2.4 HWMH will accommodate the accessibility needs of its employees and applicants for staff positions participating in the selection process; inform its employees of the rights and obligations that they and HWMH have related to accessibility and ensure that its employees receive education/training related to accessibility including customer service.
- 2.5 People with disabilities who are accompanied by a support person have the right to have access to that support person while accessing goods, services and facilities of HWMH. When discussing confidential information, HWMH staff will get consent from the person with a disability to have their support person present for such discussions.
- 2.6 HWMH is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. . This training will be provided to all staff upon hiring and in keeping with the requirements of Ontario Regulation 191/11. Training of our employees and volunteers on accessibility relates to their specific roles. In addition, HWMH will train:
- 2.6.1 All persons who participate in developing the organization's policies
 - 2.6.2 All other persons who provide goods, services or facilities on behalf of the organization
 - 2.6.3 Training includes:
 - 2.6.3.1 Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards. HWMH policies related to Customer Service Standards including 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, how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people disabilities and what to do if a person with a

disability is having difficulty in accessing our organization's goods, services or facilities.

2.6.3.2 Staff will be trained on an ongoing basis when changes are made to policies, practices and procedures dealing with the provision of goods and services to the public and other third parties.

2.6.3.3 HWMH maintains records of training via our Learning Management System.

2.7 Individualized Emergency Workplace Information

2.7.1 Where needed, HWMH will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, HWMH will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. HWMH will provide the information as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. Occupational Health will review the individualized workplace emergency response information:

2.7.1.1 when the employee moves to a different location in the organization

2.7.1.2 when the employee's overall accommodations needs or plans are reviewed

2.7.1.3 when the employer reviews its general emergency response policies

3.0 Procedure

3.1 Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the HWMH website and available through contacting:

3.1.1 Patient Relations by email at patientrelationsdelegate@hwmh.ca

3.1.2 By mail addressed to: Patient Relations, Haldimand War Memorial Hospital, 400 Broad St W, Dunnville, ON N1A 2P7

3.1.3 By phone by calling (905) 774-4731 ext. 1348

3.2 HWMH will ensure that all documents required by the Integrated Accessibility Standards Regulation (IASR) are available upon request and this information is provided to all clients/patients.

3.3 Within reasonable expense and feasibility, any document or information contained in a document requested by a person with a disability will be provided, in advance or upon notification and request, in a format that takes into account that person's disability. HWMH and the person requesting may agree upon the format to be used for the document or information.

3.4 Staff can request a remote video interpreter in any language including American Sign Language by accessing the VOYCE service located on the desktop of the workstations on wheels on both the inpatient unit and the Emergency Department. Staff can contact Patient Relations for any assistance.

3.5 [Policy ADM 1.96 – Animal Visitation](#) recognizes HWMH's obligation to facilitate the implementation of the AODA and all regulations pursuant to the act.

3.6 Interruption of services HWMH will provide 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. Information on disruptions will be provided where people with disabilities receive information including the HWMH website, posted material on the doors, overhead announcements when appropriate, and notification to all hospital employees. Patients may also be contacted by phone prior to an appointment to advise them of the change/distribution and alternatives.

3.7 Feedback Process

- 3.7.1 HWMH aims to meet and exceed the customer service standards and provide patient, resident and family-centered care to people with disabilities. Feedback is welcomed and appreciated. Everyone is encouraged to provide feedback in a variety of formats including but not limited to: Patient satisfaction surveys or by contacting us through the website www.hwmh.ca or email us at patientrelationsdelegate@hwmh.ca
- 3.7.2 All feedback submissions regarding Accessibility will be reviewed by leadership and/or the Accessibility Working Group for response. All responses will be provided in a timely manner and made available through a variety of formats including but not limited to: in person, verbally or in writing through e-mail or by telephone.

4.0 Roles & Responsibilities

- 4.1 All staff, physicians, volunteers and learners within HWMH will be required to complete their AODA learning module upon hire and at a frequency determined by the Accessibility Working Group.
- 4.2 Patient Relations delegate to assist and respond to feedback within 5 days

5.0 External References

[Accessibility for Ontarians with Disabilities Act \(2005\).](#)
Hamilton Health Sciences. CORP-Accessibility Policy (2021).
Niagara Health. NH Accessibility (2022).

6.0 Stakeholder Consultation

Accessibility Working Group
Patient & Family Advisory Team March 13, 2023
Policy Committee April 11, 2023

7.0 Approved By

D. Inglis, Chief Nursing Officer and Vice President April 14, 2023

8.0 Appendices

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