

SECTION:	CORPORATE	POLICY NUMBER:	CR 10-001
SUB-SECTION:	Administration	EFFECTIVE DATE:	2009-12-03
SUBJECT:	Accessibility and Provision of Service	LAST REVISION DATE:	

PURPOSE

The Province of Ontario enacted The *Ontarians with Disabilities Act*, (ODA), in September 2002. The purpose of this Act is to “improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province”. Under the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA), all designated public sector organizations including Hospitals must meet the requirements of accessibility standards established by regulation.

DEFINITIONS

Accessible means:

- a) that people with disabilities will have equal access to services, employment, transportation, information or buildings that others in Ontario enjoy;
- b) that 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.

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 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,
- 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.

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POLICY:

1. Cornwall Community Hospital - Hôpital communautaire de Cornwall is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients.
2. Patient care will be provided in a manner that respects the dignity and independence of all individuals.
3. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from services provided by and on behalf of the organization.
4. The Hospital will establish policies, practices and procedures on how the organization will provide services to people with disabilities. These policies, practices and procedures will be specific to the requirements established by the *Ontarians with Disabilities Act*, (ODA) and *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). They will include the principles of dignity, independence, integration and equal opportunity. They will reflect the Hospital goal for “*A Barrier-Free Environment... Everyone’s Right! Everyone’s Responsibility!*”

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Standards are:

- Customer Service
- Transportation
- Information and Communications
- Built Environment
- Employment

PROCEDURE:

- a) Policies related to the Customer Service Standard will include:
 - HR 25-005 - Accessibility Customer Service Standard - Learning/Training
 - PE 05-057 – Personal Assistive Device
 - PR 05-022 – Customer Service: Feedback Process
 - PR 05-025 – Disruption of Services
 - PR 10-061 – Service Animals
 - PR 10-065 – Support Person
- b) Policy related to the Employment Standard will include:
 - HR 30-090 – Workplace Accommodation for Persons with Disabilities

APPENDICES:	
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REFERENCE DOCUMENTS:	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontarians with Disabilities Act, (ODA)</i>	
REPEALED POLICIES:		
APPROVAL PROCESS:	Accessibility Committee – October 26, 2009 Senior Administration Team – December 1, 2009 Board of Directors – December 3, 2009	
APPROVAL SIGNATURE:		Jeanette Despatie Chief Executive Officer

Version française disponible sous l'objet "Accessibilité et prestation de services"

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