POLICY NUMBER:	CR 10-001	**DATE OF ORIGIN:**	2009-12-03
SECTION:	CORPORATE	**LAST REVISED:**	2026-10-28
SUB-SECTION:	Administration	**EFFECTIVE DATE:**	2026-10-28
SUBJECT:	Accessibility and Provision of Service	**LAST REVIEWED:**	2026-10-28

PURPOSE:

This policy establishes the framework for meeting the organization's obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Integrated Accessibility Standards Regulation (IASR).

DEFINITIONS:

"Accessible" refers to the design of products, devices, services, or environments for people with disabilities. It means that:

a) People with disabilities have equal access to services, employment, transportation, information or buildings;
b) Information and service are easy to find, reach, enter, and understand.

"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.

"Health Equity" means ensuring every person has a fair opportunity to reach their full health potential. In this policy, it means providing tailored support so that every individual has the opportunity to achieve the same successful outcome, rather than simply offering the same service to everyone.

"Social Determinants of Health" are life factors (income, housing, education) that can create barriers to care. They are included because social obstacles can prevent access to hospital services just as much as a physical or communication barrier.

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, partners, contracted service staff, patients, clients, and visitors, and is committed to identifying, removing, and preventing barriers to ensure full participation for people with disabilities. The Hospital achieves this by applying a Health Equity Lens to ensure service provision is inclusive and that social determinants of health do not create barriers to care.

2. Services and patient care must be provided in a manner that respects the dignity and independence of every individual.

3. The provision of services to people with disabilities is to be integrated wherever possible. People with disabilities will be given an opportunity equal to that given to others, to obtain, use, or benefit from the services provided by and on behalf of the organization.

4. The Hospital will maintain policies, practices and procedures governing service provision to people with disabilities. These documents must align with the requirements of the *Accessibility for Ontarians with Disabilities Act,* 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) and incorporate the principles of dignity, independence, integration and equal opportunity. They are to reflect the Hospital's commitment to *"A Barrier-Free Environment ... Everyone's Right! Everyone's Responsibility!" by addressing the following* AODA standards:

    - Customer Service
    - Transportation
    - Information and Communications
    - Design of Public Space
    - Employment

5. In accordance with the Policies and Procedures Framework (CR 10-030), this policy must be translated into French, made accessible on the corporate website and provided upon request in an accessible format.

APPENDICES:		
REFERENCE DOCUMENTS:	• *Accessibility for Ontarians with Disabilities Act,* 2005 (AODA) • *Integrated Accessibility Standards Regulation (O. Reg. 191/11)* • *CR 10-030 Policies and Procedures Framework*	
REPEALED POLICIES:		
APPROVAL PROCESS:	Accessibility Committee: 2026-04-23 Senior Administration Team: 2026-06-17 Governance Committee: 2026-10-15 Board of Directors: 2026-10-28	
APPROVAL SIGNATURE:		Jeanette Despatie Chief Executive Officer

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