

Title: Accessibility – Integrated Accessibility Standards Requirements	
Manual: Hospital Wide Master Policy	Type: Policy and Guidelines
Section: Accessibility – Integrated Accessibility Standards Requirements	Additional Sections (if indicated):
Developed by: Accessibility Task Force	Original Effective Date: 2012 / 11
Approved by: Clinical Policy and Procedure Review Committee Choose an item. [year/month]	Date Revised:
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Cross references: Interpreter / Translator Services, Patient Concerns Resolution Process, Accessibility – Service animals, Accessibility – Use of a Support Person, Accessibility – Assistive Devices, Accessibility – Customer Service, Accessibility – Accessibility Standards for Customer Service Procedures	
Key Words: accessibility, barrier, AODA, training, kiosk, accommodation, disability, WCAG, IASR, communication, accessible, employment standards	

POLICY STATEMENT:

Mackenzie Health is committed to creating an inclusive environment that recognizes, respects, and values diversity and promotes accessibility for people with disabilities (as per the Ontario Accessibility for Ontarians with Disabilities Act (AODA, 2005)) which enables them to contribute to our workplace and effectively access our resources. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

APPLICATION:

This policy applies to all Mackenzie Health employees, physicians, volunteers, students, contractors and all others who provide goods, services or facilities on behalf of Mackenzie Health, or who develop policies for the organization.

RESPONSIBILITY:

All employees, physicians, volunteers, students, contractors and all others, who have a working relationship with the hospital, will interact with people with disabilities in a manner that respects dignity, independence, and provides equitable care to achieve patient and family centered care.

DEFINITIONS:

Accessible Format: May include, but is not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accessibility Plan: A document approved by the Mackenzie Health Diversity and Accessibility Committee and made available to the public that indicates:

- The hospital's strategy to identify, remove and prevent barriers to people with disabilities and meet its requirements under the enacted regulations of the AODA.

Accessibility Standard: A rule that persons and organizations must follow to identify, remove and prevent barriers to accessibility.

Accommodation: means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical, architectural, information and communications, attitudinal, technological, policy or practice barriers.

Communication Support: May include, but is not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;

Conversion Ready: means an electronic or digital format that facilitates conversion into an accessible format.

Designated Public Sector Organization: means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*.

Disability:

- 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.

Kiosk: means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Unconvertible: means

- (a) If it is not technically feasible to convert the information or communications;
- (b) The technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines: means the world wide web consortium, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0

DESCRIPTION:

This overarching policy encompasses the requirements of the *Integrated Accessibility Standard Requirements (IASR)* developed under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*:

- General Standards
- Information and Communication Standards
- Employment Standards
- Transportation Standards (IASR, O. Reg. 191/11)



This policy should be considered in connection with the following policies specific to the *Accessibility Standards for Customer Service, Ontario Regulation (429/07, 2007)* for a complete overview of Mackenzie Health's commitment to the requirements established under the AODA:

- Accessibility – Customer Service
- Accessibility – Assistive Devices
- Accessibility – Use of a Support Person
- Accessibility – Service Animals

It is Mackenzie Health's policy to achieve compliance with the IASR through the following directives:

1. Accessibility Planning: The Mackenzie Health's multi-year accessibility plan will outline the ways Mackenzie Health will prevent and remove barriers and meet the requirements of the standards developed under the AODA.

The multi-year plan will be:

- a. Reviewed and updated at least every five years, and
- b. Established, reviewed and updates in consultation with persons with disabilities and the Mackenzie Health Diversity and Accessibility Committee.

An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared. The multi-year accessibility plan and accompanying status report will be posted to Mackenzie Health's website and provided in an accessible format, upon request.

2. Emergency Information: Mackenzie Health will provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
3. Workplace Emergency Response Information: Mackenzie Health will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. This plan will be provided as soon as practicable and will be reviewed in accordance with this requirement of the AODA.
4. Procurement/Self-Service Kiosks: Accessibility criteria and features will be incorporated when procuring or acquiring goods, services, facilities and self-



service kiosks. If it is not practicable to do so, staff will provide an explanation, upon request.

5. Educational and Training Resources and Materials, etc.: Upon request, Mackenzie Health will provide educational and training resources and materials in an accessible format that takes into account the accessibility needs due to a disability of the person to whom the material is to be provided.
6. Training to Educators: Mackenzie Health is committed to providing accessibility awareness training related to accessible program/course delivery and instruction to all educators. Mackenzie Health will maintain a record of the dates when the training is provided and the number of individuals to whom it was provided.
7. Training: All Mackenzie Health employees, physicians and volunteers will be trained in accordance with the regulations of IASR and on the *Ontario Human Rights Code* as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. Mackenzie Health will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.
8. Feedback: Mackenzie Health has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports, upon request. Mackenzie Health will notify the public about the availability of accessible formats and communication supports.
9. Accessible Formats and Communication Supports: Mackenzie Health will, upon request, provide or arrange for the provision of accessible formats or communication supports for people with disabilities. This will be done in consultation with the person making the request, in a timely manner that takes into account the person's accessibility needs and, where applicable at a cost that is no more than the regular cost charged to other persons.
10. Websites and Web Content: Internet websites and web content controlled directly by Mackenzie Health or through a contractual relationship that allows for modification of the product will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the Information and Communication Standards.



11. Employment: Mackenzie Health will create an accessible work environment for all employees across the employment life cycle in accordance with the requirements and timelines set out in the Employment Standards and existing requirements under the *Ontario Human Rights Code* to accommodate people with disabilities. This includes, but is not limited to general recruitment, assessment or selection, performance management, return to work, redeployment, career development and individual accommodation plans.
12. Producers of educational or training material: Upon request, Mackenzie Health will create accessible or conversion ready versions of the printed material available in accordance with the schedule set out in the Information and Communication Standards. This includes, but is not limited to orientation material and online learning modules.
13. Libraries of educational and training institutions: In accordance with the schedule set out in the Information and Communication Standards, Mackenzie Health will provide, procure or acquire by other means an accessible or conversion ready format or print, digital or multimedia resources, or materials for a person with a disability, upon request. This policy does not apply to special collections, archival material, rare books and donations.

REVIEW AND REVISION:

This policy will be reviewed annually and following any legislated changes or based on feedback and evaluation.

REFERENCES:

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