ACCESSIBILITY POLICY

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VALUE STATEMENT

In keeping with the core value of ***Dignity, Excellence, Service*** and ***Integrity*** the organization is committed to ensuring the development of an accessible environment that is an evolution of a culture that supports barrier-free access to care and services.

OBJECTIVE

The objectives of this policy are:

- To ensure that our facilities are welcoming, accessible and as barrier-free as possible to all those who live, work or visit with us, and
- To ensure that the organization meets all legislative requirements related to Accessibility.

DEFINITIONS

'Barrier': Ontario Regulation 429/07 and the *Ontarians with Disabilities Act, 2005* defines a barrier 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 informational barrier or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice."

'Disability': Ontario Regulation 420/07 and the *Ontarians with Disabilities Act, 2005* defines a disability as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness (i.e., diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device);
- A condition of mental impairment or a developmental disability;
- A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety & Insurance Act, 1997*.

'Interpretation': Interpretation means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language i.e., American Sign Language.

'Translation': Translation means rendering written communication into another language or into Braille.

POLICY

The organization will implement measures, policies, practices, or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises, or such other things as may be prescribed by *Ontario Regulation 429/07* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

PROCEDURE

The organization will:

- Comply with the *Accessibility for Ontarians with Disabilities Act, 2005*; the *Accessibility Standards for Customer Service* and the annual filing of accessibility reports with the appropriate Ministry according to the current legislation;
- Establish policies, practices and procedures on providing goods and services to people with disabilities. Where possible, these will be consistent with the core principles of independence, dignity, integration and equality of opportunity;
- Ensure that all policies, practices and procedures for providing accessible customer service and meeting other requirements set out in the Standards will be documented in writing.
- Publish this information on the public website and make it available to patients/residents and the public on request;
- Ensure when providing required documents to a person with a disability, the information will be provided in a format that takes into account the person's disability;
- Give people with disabilities the same opportunities to access its services and allow them to benefit from the same services, in the same place and in a similar way as other patients/residents;
- Train staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard;
- Develop, monitor and communicate to all employees, a compliance plan that addresses barriers;
- Communicate with persons with a disabilities taking into account their disabilities; and
- Offer to communicate with patients/residents/clients by e-mail, TTY, and/or relay services if telephone communication is not suitable to their communication needs or is not available.

REFERENCES

AccessON
Accessibility for Ontarians with Disabilities Act, 2005
Blind Person's Rights Act R.S.O. 1990, c.B.7
Guide to the Accessibility Standard for Customer Service, Ontario Regulation 429/07
Ontario Human Rights Code, 1990
Accessibility Advisory Committee – Terms of Reference
Accessibility for Disabled Individuals Accompanied by Support Persons
Accessibility Standard Customer Service Feedback Process
Accessibility Standard Customer Service Training
Disruption of Services
Emergency Response Planning for Employees with Disabilities
Interpretation Services for the Deaf, Deafened, and Hard-of-hearing
Service Animals
SJHC Accessibility Guide – An Orientation to Interacting with People with Disabilities
SJHC Accessibility Plan
Use of Assistive Devices

Gatekeeper: Accessibility Advisory Committee	Last Review Date: February 1, 2023

Next Review Date: January 6, 2026	Last Revision Date: January 6, 2025