

**St. Joseph's General Hospital Elliot Lake
POLICY/PROCEDURE MANUAL**

Department	Human Resources
Subject:	Accessibility for Ontarians with Disabilities Act (AODA), 2005 – INTEGRATED ACCESSIBILITY STANDARD
Policy Number:	PRS 1-a-40
Distribution List:	All Departments
Approved By: Chief Executive Officer	M. Hukezalie
Date Originated:	September 1, 2013
Last Reviewed:	Feb 2014
Date(s) Revised: (NB RETAIN PREVIOUS POLICY)	
Senior Manager's Signature:	<i>R. Primeau</i> , Director Human Resources

POLICY

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) has as its stated purpose:

To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

- a) St. Joseph's General Hospital Elliot Lake (which includes the "Hospital", the "Oaks Treatment Centre" and "St. Joseph's Manor") must meet the requirements of accessibility standards established by AODA regulations. Ontario Regulation 191/11 – Integrated Accessibility standards - apply to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.
- b) This policy establishes the accessibility standards for Integrated Accessibility Standards for the Hospital in accordance with the requirements of Ontario Regulation 191/11. The standards outlined in this policy will be implemented by SJGH EL by December 31, 2013.

APPLICATION

This policy applies to Hospital employees who deal with the public or other third parties as well as persons involved in developing Hospital policies, procedures and practices pertaining to the provision of goods and services to the public or other third parties, whether they do so as employees, volunteers, agents or otherwise.

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In keeping with the principles set out in the AODA, the Hospital is committed to providing respectful services that focus on the unique needs of each individual. To achieve this, the Hospital shall make reasonable efforts to ensure that its policies, procedures and practices identified in the Customer Service Standard – Policy PRS I-a-10 – shall continue to be in effect within the organization.

As well, the Hospital is committed to ensuring all aspects within the Integrated Accessibility Standards that are applicable to St. Joseph's General Hospital will be followed as described within this policy and other documents such as the multi-year Accessibility Plan, the Emergency Procedures Plans, Recruitment processes, etc.

Multi-Year Accessibility Plan

St. Joseph's General Hospital Elliot Lake shall produce a multi-year Accessibility Plan in consultation with public groups representing persons with disabilities. All organizations representing persons with disabilities shall be invited to a round table discussion. Once established, the plan will be posted on the Hospital's website and shall be made available in an accessible format. The plan and subsequent progress reports will be approved by Senior Management and the Chief Executive Officer.

Communications

The Hospital supports an accessible Ontario where the independence and integration of those with disabilities is promoted. When communicating with a person with a disability, individuals working on behalf of the Hospital shall do so in a manner that takes into account the person's disability and will make reasonable efforts to have the person with a disability understand both the content and intent of its communications.

Accessible Formats and Communication Supports

Public: Except as otherwise provided by the AODA, the Hospital shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities in accordance with the AODA Integrated Accessibility Standards Regulation. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Employees: Upon an employee's request, and with appropriate medical documentation if required, St. Joseph's General Hospital shall consult with the employee

to provide or arrange for the provision of accessible formats and communication supports for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

St. Joseph's General Hospital will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Accessible Websites and Web Content

Internet websites and web content controlled directly by St. Joseph's General Hospital shall conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

Emergency Procedures, Plans and Information

St. Joseph's General Hospital shall provide all existing and revised public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

Recruitment

St. Joseph's General Hospital shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview shall be notified that accommodations for material to be used in the process are available, upon request. St. Joseph's General Hospital shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Hospital's policies for accommodating employees with disabilities.

Employee Supports

St. Joseph's General Hospital will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Employees shall be advised if there is a change to existing policies.

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Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and St. Joseph's General Hospital is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. If the employee moves to a different location, this information will be reviewed and it will be reviewed when the general workplace emergency response information is reviewed.

Documented Individual Accommodation Plans

The Hospital shall develop and maintain a written documentation plan for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

Return to Work Process

St. Joseph's General Hospital shall have in place a documented return to work process for employees returning to work due to disability and requiring disability related accommodations. This return to work process shall outline steps that the Hospital shall take to facilitate the return to work.

(typist's initials)

References:

Reviewed in consultation with: Senior Managers, Managers

Policy Credits (author?): R. Primeau

Corresponding Form Numbers:

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