

SECTION: Administration

DIRECTIVE: III-A-23

SUBJECT: Integrated Accessibility Standards

AUTHORITY: Chief Executive Officer

EFFECTIVE DATE			REVISED DATE			POLICY	X	PROCEDURE
MON	DAY	YEAR	MON	DAY	YEAR			
01		2013	06		2020	Applies to: ALL		

## Accessibility for Ontarians with Disabilities Integrated Standard

### PURPOSE

The purpose of the Accessibility for Ontarians with Disability Act 2005 (AODA) is to make Ontario barrier free and accessible to people with disabilities by 2025. Under this legislation, the government of Ontario is developing mandatory integrated accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of General Standards, Employment Standards, Information and Communication Standards, Customer Service Standards, Transportation Standards and Design of Public Spaces Standard. West Haldimand General Hospital is committed to providing respectful care that focuses on the unique needs of the individual.

### POLICY

To comply with the Integrated Accessibility Standard June 2011,

- WHGH will develop a multi year Integrated Accessibility Plan and post on the website to provide staff, physicians, volunteers and the community with information around providing patient and family centered care to people with disabilities.
- Emergency procedures, plans and public safety information shall be available in accessible format upon request.
- Accessibility Policies will be publically available and upon request available in accessible formats.
- Built Environment Standards will be followed when providing new or redesigning public spaces.
- Provide emergency procedure and public safety information in accessible formats or with communication supports as soon as practicable, upon request.
- Accessibility criteria and features will be incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.
- Training will be provided on the accessibility requirements and the Human Rights Code.
- The process for receiving and responding to feedback shall be available in accessible formats.
- Internet and intranet websites and web content will conform with WCAG 2 initially at level A and increasing to level AA.
- All employees and the public shall be notified about the availability of accommodation for applicants with disabilities in the recruitment process.
- Provide individualized workplace emergency response information to employees who have a disability.
- Develop written process for the development of documented individual accommodation plan for employees with disabilities.
- Develop a documented return-to-work process for employees with disabilities.
- Include accessibility considerations in performance management processes, career development and advancement, as well as redeployment including additional responsibilities within current position

The Transportation Standard does not apply to West Haldimand General Hospital.

The above standards will be completed based on the AODA compliance deadlines outlined in the Multi Year Integrated Accessibility Plan.