

ISSUED BY: MANAGER, PLANT & MTCE

MANUAL DISTRIBUTION:
ADMINISTRATIVE

APPROVED BY: CEO

CATEGORY: PATIENT AND
COMMUNITY RELATIONS

ORIGINAL DATE of ISSUE:
February 3, 2010

REVIEW/REVISION (YY/MM):

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES CUSTOMER SERVICE STANDARD

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) establishes the requirements to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodating employment, buildings, structures and premises.

Under the AODA, the Accessibility Standards for Customer Service, Ontario Regulation 429/07 Sensenbrenner Hospital will address:

1. The provision of good and services to persons with disabilities;
2. Communication with persons with disabilities;
3. The use of assistive devices by persons with disabilities;
4. The use of service animals by persons with disabilities;
5. The use of support persons by persons with disabilities;
6. Notice of temporary disruptions in services and facilities;
7. Training;
8. Customer feedback regarding the provision of goods and services to persons with disabilities; and
9. Notice of availability and format of documents.

POLICY

Sensenbrenner Hospital is committed to providing exceptional and accessible service to its patients/clients. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from goods and services provided by and on behalf of Sensenbrenner Hospital.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES CUSTOMER SERVICE STANDARD

APPLICATION

This policy applies to all stakeholders of Sensenbrenner Hospital who deal with members of the public, or other third parties on behalf of Sensenbrenner Hospital, whether in a capacity of employee, volunteer, Board of Directors, physician, medical student, agent or otherwise and all persons who participate in developing Sensenbrenner Hospital policies and procedures governing the provision of goods and services to members of the public or other third parties.

DEFINITIONS

1. Accessible:

Customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

2. Accessible Customer Service:

Policies, procedures and practices that relate to an interaction between a person with a disability and a provider of goods and services that result in an equivalent response to the customer requirements of the person with the disability.

3. Assistive Device:

Any device that is designed, made or adapted to assist a person perform a particular task and may include, but is not limited to, wheelchairs, reading machines, recording machines, hearing devices and devices for grasping.

4. Barrier:

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 or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

5. Customer:

Any person who receives or seeks to receive goods or services, voluntarily or involuntarily from a person or organization in the private, public and non-governmental sector.

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6. Disability:

- 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*.

7. Guide Dog:

As defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

8. Service Animal:

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

9. Support Person:

Any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care, or medical needs or with access to goods or services.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
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PROCEDURE

1. Provision of Goods and Services to Persons with Disabilities:

Sensenbrenner Hospital will ensure that its policies, procedures and practices are consistent with the following principles:

- a) The hospital's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- b) the provision of the hospital's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the hospital's goods or services, and,
- c) persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the hospital's goods and services.

2. Communication with Persons with Disabilities:

Communication with persons with disabilities shall be done in a manner that takes into account the person's disability. Every reasonable effort will be made to ensure that the person with a disability understands the content and the intent of the communication.

3. Use of Assistive Devices by Persons with Disabilities:

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the hospital's goods and services. Exceptions may occur in situations where the hospital has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the hospital may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the hospital's goods and services, where the hospital has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

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4. Use of Service Animals by Persons with Disabilities:

A person with a disability may enter the hospital accompanied by a service animal and keep the animal with them wherever the public has access to areas of the hospital and the animal is not otherwise excluded by law. If a service animal is excluded by law, the hospital will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the hospital's goods and services.

If it is not readily apparent that the animal is a service animal, the hospital may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The hospital may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

5. Use of Support Persons by Persons with Disabilities:

A person with a disability may enter the hospital with a support person and have access to the support person while on the premises.

The hospital may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

In the event that a fee is charged in relation to a support person's presence on hospital premises, advance notice of the fee will be provided.

In the event that confidential information is to be disclosed, consent must be received from the person with the disability.

6. Notice of Temporary Disruptions in Services and Facilities:

Sensenbrenner Hospital will provide persons with disabilities, who may require hospital goods and services, with notice in the event of a planned or unexpected disruption in the facilities or services. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

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The notice of temporary disruption in services and facilities will be posted in a conspicuous place, posted on the hospital website and given to all personnel acting as the Communications Clerk. Refer to *Notice Disruption in Service*, Appendix 1.

7. Training:

Sensenbrenner Hospital will provide appropriate levels of training to all hospital stakeholders who deal with members of the public or other third parties on behalf of Sensenbrenner Hospital, whether in a capacity of employee, volunteer, Board of Directors, physicians, medical student, agent or otherwise, and all persons who participate in developing Sensenbrenner Hospital policies and procedures governing the provision of goods and services to members of the public or other third parties.

Training will include:

- i) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005;
- ii) The requirements of the Accessibility Standards for Customer Service;
- iii) How to interact and communicate with people with various types of disabilities;
- iv) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- v) How to use the assistive devices available at Sensenbrenner Hospital and otherwise made available by Sensenbrenner Hospital for persons with disabilities;
- vi) What to do if a person with a disability is having difficulty in accessing Sensenbrenner Hospital goods and services;
- vii) Sensenbrenner Hospital policies, procedures and practices relating to the provision of goods and services to the public and other third parties.

Training will be provided as soon as practicable upon an individual being assigned the applicable duties, as well as on an ongoing basis as changes occur to the hospital's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

Training records will be kept and will include the date of the training and the names of the individuals receiving the training.

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8. Customer Feedback Regarding the Provisions of Goods and Services to Persons with Disabilities:

Sensenbrenner Hospital is committed to providing high quality goods and services to all stakeholders. Feedback from the public is welcomed as it may identify gaps in services being provided and encourages continuous service improvement.

Feedback, in the form of a complaint or suggestion, may be given in person, by telephone, in writing, by electronic text, by diskette, or other reasonable means.

Feedback may be given to any Sensenbrenner Hospital stakeholder who deals with members of the public or other third parties on behalf of Sensenbrenner Hospital, or by inpatient questionnaire, or by outpatient questionnaire, or by hospital suggestion boxes, or by hospital incident report.

Feedback will be reviewed as per Administrative Policy No.: I-3-90 '*Complaints and/or Concerns: Handling of Patients/Family/Visitors*'. Refer to Appendix 2.

9. Notice of Availability and Format of Documents:

Sensenbrenner Hospital will provide notice of the availability of all documents required by the Accessibility Standards for Customer Service, Ontario Regulation 429/07, including policies, procedures and practices, notice of temporary disruptions, training records and feedback process are available upon request.

When providing a document to a person with a disability, Sensenbrenner Hospital will provide the document, or the information contained in the document, in a format that takes into account the person's disability. Refer to Appendix 3.



101 Progress Crescent
Kapuskasing, Ontario
P5N 3H5
Telephone: (705) 337-6111
Fax: (705) 337-4021

NOTICE

DISRUPTION IN SERVICE

Date: _____

Type of Disruption: _____

Reason for Disruption: _____

Anticipated Date/Time of Termination of Disruption: _____

Alternative Facilities or Services Available: _____

Contact Person: _____

Department: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Sensenbrenner Hospital would like to apologize for any inconvenience and to thank you for your patience and consideration.

"People Caring For People"



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P5N 3H5
Telephone: (705) 337-6111
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WE CARE WHAT YOU THINK

CUSTOMER FEEDBACK FORM

"People Caring For People"

Dear Client/Patient:

Thank you for taking the time to share your feedback with Sensenbrenner Hospital. Your comments are important because we strive to meet the needs of all of our clients/patients.

Please submit this form to any Sensenbrenner Hospital official/representative or complete this form on-line at www.senhosp.ca.

Responses to feedback will be posted on-line at www.senhosp.ca unless otherwise indicated. The identity of the author will be kept strictly confidential.

Date: _____ Time: _____

What services were you looking for? _____

Was our customer service provided to you in an accessible manner?

Yes Somewhat No

Comments: _____

Did you have any problems accessing our goods and services?

Yes No

Comments: _____

What could Sensenbrenner Hospital do to make it easier for you to access our goods and services? _____

Would you like to be contacted?

No, I do not need to be contacted?

Yes, my preferred method of contact is:

Mail Phone E-Mail Other (Please specify)_____

Please complete only if you need a reply:

Name: _____

Address: _____

Telephone: _____

E-Mail: _____

May we post your comments on the Sensenbrenner Hospital Website?

Yes No



101 Progress Crescent
Kapuskasing, Ontario
P5N 3H5
Telephone: (705) 337-6111
Fax: (705) 337-4021

“People Caring For People”

REQUEST FOR DOCUMENTATION IN ALTERNATIVE FORMAT

Sensenbrenner Hospital is committed to providing information in the format that meets your needs. If you need information in an alternate format, please use this form to let us know which format is best for you.

Alternatively, call (705) 337-6111 Ext. 0 to make a verbal request.

Name: _____

Address: _____

City/Town: _____ Postal Code: _____

Telephone: _____ Fax Number: _____

E-Mail Address: _____

Name of Document Required: _____

Additional Description of Document: _____

Format Requested: e.g. Braille, html, text, etc. (Please indicate any specific technical needs.)

Date Information is required: _____

Internal Use - To Be Completed by Sensenbrenner Hospital		
Date Received	Document's Originating Department/Contact	Date Completed

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MANUAL DISTRIBUTION:
ADMINISTRATIVE

APPROVED BY: CEO

CATEGORY: PATIENT AND
COMMUNITY RELATIONS

ORIGINAL DATE of ISSUE:
December 12, 2013

REVIEW/REVISION (YY/MM): R15/11

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES INTEGRATED ACCESSIBILITY STANDARDS

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) establishes the requirements to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodating employment, buildings, structures and premises.

Under the AODA, the Integrated Accessibility Standards (IAS) Ontario Regulation 191/11, establishes accessibility standards specific to information and communications, employment, transportation, and the design of public spaces.

POLICY

Sensenbrenner Hospital is committed to providing quality goods, services and facilities that are accessible to all stakeholders and in a manner that respects the dignity and independence of persons with disabilities. The needs of persons with disabilities shall be met in a timely manner and by preventing and removing barriers to accessibility in customer service, information and communications, employment, transportation and the built environment.

Sensenbrenner Hospital is also committed to meeting the requirements of applicable legislation, including the AODA and the Human Rights Code.

APPLICATION

This policy applies to all stakeholders of Sensenbrenner Hospital and other third parties who provide goods, services or facilities on behalf of Sensenbrenner Hospital.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
INTEGRATED ACCESSIBILITY STANDARDS**

DEFINITIONS

1. Accessible Formats:

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

2. Barrier:

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 or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

3. Career Development and Advancement:

Career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and for both additional responsibilities and employee movement.

4. Communication Supports:

May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

5. Communications:

The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

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6. Conversion Ready:

An electronic or digital format that facilitates conversion into an accessible format.

7. Disability:

- 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*.

8. Information:

Data, facts and knowledge that exists in any format, including text, audio, digital or images, and that convey meaning.

9. Internet Website:

A collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resources Identifier (URI) and is accessible to the public.

10. Kiosk:

An interactive electronic terminal, including a point-of-sale device, intended for public use that allow users to access one or more services or products or both.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
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11. Performance Management:

Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

12. Redeployment:

The reassignment of employees to other departments or jobs within the organizations as an alternative to layoff, when a particular job or department has been eliminated by the organization.

13. Stakeholders:

Stakeholders include, but not limited to, employees, volunteers, Board of Directors, physicians, medical students, agents or otherwise and all persons who participate in developing Sensenbrenner Hospital policies and procedures governing the provision of goods, services and facilities.

14. Unconvertible:

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

PROCEDURE

GENERAL REQUIREMENT

1. Multi-Year Accessibility Plan:

In consultation with persons with disabilities and the Accessibility Advisory Committee, Sensenbrenner Hospital will establish, implement, maintain and update a Multi-Year Accessibility Plan which outlines the hospital's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standards. The Multi-Year Plan will be reviewed and updated once every five (5) years.

Sensenbrenner Hospital will prepare an annual status report on the progress of measures taken to implement the strategy outlined in the Multi-Year Plan.

The Multi-Year Plan and the annual progress report will be posted on the Sensenbrenner Hospital website and will be made available in an accessible format upon request.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
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2. Procuring or Acquiring Goods, Services or Facilities

Sensenbrenner Hospital shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so. In the event it is not practical to do so, an explanation will be provided upon request.

3. Self-Service Kiosks:

Sensenbrenner Hospital shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

4. Training:

Sensenbrenner Hospital shall ensure that training is provided on the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11, and on the Human Rights Code as it pertains to persons with disabilities to all stakeholders.

Training shall be appropriate to the duties of the individual stakeholder, shall be provided as soon as practical and on an ongoing basis when changes to this policy occur.

Training records shall be kept in the office of the Vice-Chair of Accessibility Advisory Committee and will include the names of the participants, the date of the training and the relationship of the participant/stakeholder to Sensenbrenner Hospital.

INFORMATION AND COMMUNICATIONS STANDARDS

5. Accessible Formats and Communications Support:

Sensenbrenner Hospital shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Sensenbrenner Hospital shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Sensenbrenner Hospital shall notify the public about the availability of accessible formats and communications supports.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES INTEGRATED ACCESSIBILITY STANDARDS

Should Sensenbrenner Hospital determine that information or communications are unconvertible, the person requesting the information or communications shall be provided with:

- a) an explanation as to why the information or communications are unconvertible, and,
- b) a summary of the unconvertible information or communications.

The Information and Communications Standards does not apply to:

- a) Products and product labels;
- b) Unconvertible information and communications, and,
- c) Information that Sensenbrenner Hospital does not control directly or indirectly through a contractual relationship.

6. Feedback:

Sensenbrenner Hospital has processes for receiving and responding to feedback and shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request.

Reference Administrative Policy No. I-3-220, *'Accessibility For Ontarians With Disabilities – Customer Service Standard'* and Administrative Policy No. I-3-90, *'Complaints and/or Concerns: Handling of Patient/Family/Visitors'*.

7. Accessible websites and web content:

Sensenbrenner Hospital shall make its internet and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increase to Level AA as specified by the Integrated Accessibility Standard.

EMPLOYMENT STANDARDS

8. Recruitment:

Sensenbrenner Hospital shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. All job advertisements shall include the following statement: *'Sensenbrenner Hospital is proud to be an Equal Opportunity Employer. We welcome and encourage applications from all qualified individuals including women, aboriginal peoples, persons with disabilities, and members of visible minorities. If you require an accommodation during the interview and employment process due to a disability we will work with you to meet your needs.'*

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During the recruitment process, Sensenbrenner Hospital shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

Should a selected applicant request an accommodation, Sensenbrenner Hospital shall consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, Sensenbrenner Hospital shall notify the successful applicant of its policies for accommodating employees with disabilities.

9. Informing Employees of Supports:

Sensenbrenner Hospital shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

This information shall be provided to new employees as soon as practicable after they begin their employment.

Sensenbrenner Hospital shall provide updated information to its employees whenever there is a change to existing policies.

10. Accessible Formats and Communication Support for Employees:

Upon request by an employee with a disability, Sensenbrenner 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.

Sensenbrenner Hospital shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

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11. Workplace Emergency Response Information:

Sensenbrenner Hospital shall 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 Hospital is aware of the need for accommodation due to the employee's disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Sensenbrenner Hospital shall provide the workplace emergency response information to the person designated by the Hospital to provide assistance to the employee.

Sensenbrenner Hospital shall provide the information required under this section as soon as practical after the Hospital becomes aware of the need for accommodation due to the employee's disability.

Sensenbrenner Hospital shall review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

12. Documented Individual Accommodation Plans:

Sensenbrenner Hospital shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

The process for the development of documented individual accommodation plans shall include the following elements:

- a) the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- b) the means by which the employee is assessed on an individual basis.
- c) the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.

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- e) the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- e) the steps taken to protect the privacy of the employee's personal information.
- f) the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- g) if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- h) the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall:

- a) if requested, include any information regarding accessible formats and communications supports provided;
- b) if required, include individualized workplace emergency response information; and
- c) identify any other accommodation that is to be provided.

13. Return To Work Process:

Sensenbrenner Hospital shall:

- a) develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- b) document the process.

The return to work process shall:

- a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and
- b) use documented individual accommodation plans as part of the process.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
INTEGRATED ACCESSIBILITY STANDARDS**

14. Performance Management, Career Development and Advancement, Redeployment:

Sensenbrenner Hospital shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans of employees when:

- a) using performance management processes;
- b) providing career development and advancement; and
- c) using redeployment

TRANSPORTATION STANDARDS

The Transportation Standard of the Integrated Accessibility Standard as outlined in Ontario Regulation 191/11 is not applicable to Sensenbrenner Hospital.

DESIGNATED OF PUBLIC SPACES STANDARDS

(Accessibility Standards for the Built Environment)

Sensenbrenner Hospital is committed to designing spaces that are free from barriers and accessible to all persons. The Hospital will comply with the Design of Public Spaces Standard with respect to public spaces that are newly constructed or redeveloped, including:

- a) Accessible parking;
- b) Exterior path or travel;
- c) Outdoor public use eating areas; and
- d) Obtaining services.

APPLICABLE LEGISLATION

1. Accessibility for Ontarians with Disabilities Act, 2005.
2. Integrated Accessibility Standards, Ontario Regulation 191/11.
3. Accessibility Standards for Customer Service, Ontario Regulation 429/07.
4. Ontario Human Rights Code.