

PERTH AND SMITHS FALLS DISTRICT HOSPITAL POLICY AND PROCEDURE

TITLE: Accessibility

CREATION DATE: March 15, 2010

REVISED: April 30, 2013
June 2017

APPROVED BY: Senior Leadership Council

Policy:

The Perth and Smiths Falls District Hospital is committed to eliminating barriers and improving access for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity. The Perth and Smiths Falls District Hospital permits persons with a disability to use their own assistive devices when accessing services at the Hospital. These assistive devices may include: support persons, service animals, communication aids, mobility aids and cognition aids. This policy is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and all related standards and regulations introduced under this legislation. This policy addresses the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Hospital services.
- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- Persons with disabilities may use assistive devices, service animals or support persons as necessary to access the Hospital services unless superseded by other legislation

Definitions:

Assistive Device: technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain or improve the functional abilities of people with disabilities.

Barrier: Defined by the Accessibility for Ontarians with Disabilities Act, 2005 as meaning anything that prevents a person with a disability from fully participating in all

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aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, a technological barrier, an attitudinal barrier, a policy or a practice.

Disability (As defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code):

- 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 epilepsy, diabetes mellitus, a brain injury, and degree of paralysis, amputation, 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.
- A condition of mental impairment or a developmental disability
- A learning disability or 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 and Insurance Act, 1997

Service Animals: animals as defined in Ontario Regulation 429/07. Examples include animals who have been individually trained to assist people with disabilities in the activities of daily living and include Guide dogs or animals that guide individuals who are legally blind. A service animal is also considered necessary if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons: defined in Ontario Regulation 429/07 as meaning another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Procedure:

1. Assistive Devices: The use of assistive devices by persons with disabilities to obtain, use of benefit from services provided by the Perth and Smiths Falls District Hospital is recognized unless otherwise prohibited due to health and safety or privacy issues.
2. Support Persons: Persons with disabilities are permitted to be accompanied by their support person in areas that are open to the public, when accessing services provided by the Perth and Smiths Falls District hospital. If a person with a disability is accompanied by a support person, the organization shall ensure that both persons are permitted to enter the organization together and that the person with a disability is not prevented from having access to the support person while in the Hospital.

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3. **Service Disruptions:** In the event of a planned service disruption to the Hospital, services or systems that are relied upon by persons with disabilities to access the Perth and Smiths Falls District Hospital, notice of the disruption shall be provided in advance. Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available. Notice may be given by posting the information in a conspicuous place in the Hospital, or posted on the Hospitals' website or by such other method as is reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

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4. Service Animals: Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas that are open to the public (for example: waiting rooms, patient rooms, outpatient clinics, exam rooms), when accessing services provided by the Hospital unless superseded by other legislation. For specific policy regarding Service animals please refer to policy "Accessibility: Service Animals"

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