

Accessibility Policy

Policy Statement

Pembroke Regional Hospital (PRH) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

PRH is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

PRH understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

PRH is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Purpose

The purpose of this policy is to outline practices and procedures in place at PRH to help identify and remove barriers that impede a person's ability to access care and services.

Training

We are committed to training all staff and volunteers in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibilities relates to their specific roles.

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Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
wheelchairs, volunteers, phone amplifier, communication board, sign language interpreter on request and support persons role.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided through an eLearning system.

ASSISTIVE DEVICES:

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Equipment such as power-mobility devices (power wheelchairs or scooters) are regarded as Personal Assistive Devices.

We ensure that our staffs is trained and familiar with various assistive devices we have on site, or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

COMMUNICATION:

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

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Communication board – used to pass on a message by pointed to symbols, words or pictures, generating device – used to pass on a message using a device that “speaks” when a symbol, word or picture is pressed, service animal, support person, teletypewriter, and phone amplifier.

We will work with the person with disabilities to determine what method of communication works for them.

SERVICE ANIMALS:

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologist of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

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SUPPORT PERSONS:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Pembroke Regional Hospital might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Pembroke Regional Hospital will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available information
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

NOTICE OF TEMPORARY DISRUPTION:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

In the event of an unexpected disruption of service, PRH will provide notice as soon as possible. During the disruption, we will make every effort to provide alternative accommodations that take into consideration the needs of the individual.

We will take the following steps to communicate any disruptions to PRH's facilities or services.

1. Issue is discovered and a work order is placed.
2. Tradesperson is dispatched to assess the issue.
3. An estimate of the time it will take to fix the issue is made.
4. Notice of the service disruption is posted at the site of the disruption.
5. In the case of a disruption that requires people to make alternate arrangements before coming to the hospital (disruption to accessible parking spaces, elevators, etc.), notice will also be provided on our website.
6. Updates to the notice of disruption will be made as needed and posted accordingly.

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FEEDBACK PROCESS:

Pembroke Regional Hospital welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

By mail to:

Vice-President of Clinical and Support Services / Partnerships & Integration
Pembroke Regional Hospital
705 Mackay Street
Pembroke, ON K8A1G8

By phone:

T: (613) 732-3675, extension 6161

By email:

accessibility@prh.email

All feedback, including complaints, will be handled in the following manner:

All feedback received will be reviewed by the Manager/Director of the program and initial contact will be made within 48 hours to help understand the issue. Further follow up may be required dependent on the issue of the concern. The concern will also be reviewed at the PRH Accessibility Committee meeting.

Pembroke Regional Hospital ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

NOTICE OF AVAILABILITY OF DOCUMENTS:

Pembroke Regional Hospital notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the Pembroke Regional Hospital Website.

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Pembroke Regional Hospital will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

SELF-SERVICE KIOSKS

Pembroke Regional Hospital will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring and acquiring self-service kiosks.

PROCUREMENT

We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

INFORMATION AND COMMUNICATIONS:

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that the information or communications are unconvertible, Pembroke Regional Hospital will provide the requestor with:

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

We notify the public about the availability of accessible formats and communication supports the Pembroke Regional Hospital Website.

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We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

EMPLOYMENT STANDARDS:

Pembroke Regional Hospital provides Accessible Formats and communication for employees upon request.

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provisions of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;

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- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have written a process to develop individual accommodation plans for employees.

We have written a process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment process take into account the accessibility needs of all employees.

Documented individual accommodation plans:

Pembroke Regional Hospital provides individual accommodation plans which take into account:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. 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.
4. 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.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

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DESIGN FOR PUBLIC SPACES:

PRH meet accessibility laws when building or making changes to public spaces. We put procedures in place to prevent service disruptions to the accessible parts of our public sectors.

CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity to people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.