



# Timmins and District Hospital

<b>Program Name: Accessibility Program</b>		
Program No.:	Approved Date:	December 18, 2012
Program Director: <b>Chief Human Resources Officer</b>	Reviewed Date:	June 12, 2019
Program Coord.: <b>OHS Coordinator</b>	Revised Date:	Oct. 25, 2017
Documents Replaced (if any)		

## COMMITMENT

The Timmins and District Hospital is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and by meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

## PURPOSE

The purpose of this *Accessibility Program* is to establish accessibility standards for all persons at the hospital, consistent with the hospital's *Mission, Vision and Values*, Ontario's *Accessibility for Ontarians with Disabilities Act* and Ontario's *Human Rights Code*. To that end the TADH will identify, remove and prevent barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises, or such other things as prescribed by Ontario's *Integrated Accessibility Standards Regulation*.

## APPLICATION

This program applies to all hospital employees, volunteers, contractors, professional staff and or any other people who interact with the public on behalf of the TADH.

## STANDARDS and PRACTICES

### INFORMATION and COMMUNICATION STANDARDS

1. TADH shall maintain a *multi-year Accessibility Plan* as required by the *Integrated Accessibility Standards Regulation*. The plan will outline the organization's strategies to prevent and remove accessibility barriers.
2. The *multi-year Accessibility Plan* shall be updated at least once every five years.
3. The *Accessibility Program* and the *multi-year Accessibility Plan* shall be reviewed on an annual basis by this program's Director and Coordinator. Any revisions made shall be reflected on the posted copies.

4. A copy of the current multi-year *Accessibility Plan* shall be posted on the hospital's website i.e. [www.tadh.com/accessibility](http://www.tadh.com/accessibility) .
5. The hospital's website shall also include a statement that the *Accessibility Plan* is available in alternate format upon request. When a request for an alternate format is received, the Communication Coordinator (located in the Administration Office) shall be responsible for providing a copy of the hospital's *Accessibility Program* and or the current multi-year *Accessibility Plan* in an appropriate format.
6. TADH staff shall have access to the *Accessibility Program* and the current multi-year *Accessibility Plan* by way of the hospital's document management system ;
7. TADH staff shall be notified of any changes to the *Accessibility Program* or the *Accessibility Plan* via training module, email, PULSE newsletter story or posting on the hospital's intranet;

### **Accessible Formats**

8. TADH will advise the public of the availability of accessible formats and communications supports by way of :
  - (a) information on the "ACCESSIBILITY" page located on the TADH website [www.tadh.com/accessibility](http://www.tadh.com/accessibility) ;
  - (b) a screen shot on the publicly viewed electronic monitors located at the front of the building and in the Emerg dept. waiting room;
  - (c) signage at Reception area ;
  - (d) the line "Accessible formats and communication supports are available upon request," placed at the bottom of public documents

### **Process for providing feedback**

9. Comments, concerns or complaints about this *Accessibility Program*, the multi-year *Accessibility Plan* or access to the hospital services and facilities can be made via the hospital's website, by mail or by fax at the following:

Web site: [www.tadh.com](http://www.tadh.com)

Email: [accessibility@tadh.com](mailto:accessibility@tadh.com)

Mail: Accessibility Coordinator  
Timmins and District Hospital  
700 Ross Ave. East  
Timmins, ON P4N8P2

Fax (705)360-6008

### **STAFF TRAINING AND EDUCATION**

10. TADH will provide accessibility training on the hospital's *Accessibility Program*, the *Accessibility Plan* and Ontario's *Human Rights Code* as it pertains to persons with disabilities to:
  - (a) all supervisory / management staff ;
  - (b) all involved in the development and approvals of accessibility related policies, practices and procedures ; and

- (c) all other persons who provide goods or services on behalf of the hospital.
- 11. All new employees shall receive accessibility training during their new employee orientation training session including:
  - (d) an introduction and overview of the :
    - i. *Accessibility for Ontarians with Disabilities Act, 2005* ;
    - ii. *Ontario Human Rights Code* ; and
    - iii. *Integrated Accessibility Standards Regulation* ;
  - (e) TADH customer service standards;
  - (f) TADH employment / recruitment standards; and
  - (g) TADH communication standards
- 12. All new volunteers shall receive accessibility training specific to the duties of their volunteer role as soon as is practicable.
- 13. The training for changes to the *Accessibility Program* will be included in the annual refresher training or by way of specific communications if required sooner.

## **CUSTOMER SERVICE STANDARDS**

### **Accessible Formats and Communication Supports**

*(Includes the process of providing, sending, receiving and understanding information.)*

- 14. All hospital employees, volunteers, contractors and professional staff shall communicate with persons with a disability in a manner that takes into consideration the person's disability.
- 15. The following communication supports shall be provided or arranged for in a timely manner (at a cost that is no more than the regular cost charged to other persons) in order to optimize communication with a disabled person:
  - (a) Text telephone *(This is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type text messages. It is usually referred to as a TTY system. A TTY is required at both ends of the conversation in order to communicate.)*
  - (b) Access to interpreters for people who are deaf, orally deaf, deafened or hard of hearing
  - (c) Communication Boards
  - (d) Signage that includes graphics and text

### **Use of personal assistive devices**

*(Assistive Devices are devices used by people with disabilities to help with daily living. They include a broad range of products such as but not limited to walkers, canes, wheelchairs, oxygen tanks, portable chalk boards and electronic communication devices that people may bring with them to the hospital.)*

- 16. A disabled person will have the right to use their own personal assistive device to access the goods and services provided by the hospital unless there is an associated risk to the person using the device and or to other persons while the device is being used.
- 17. The hospital will provide assistive devices during hospitalization to promote independence and to enable access to the hospital's goods / services.

### **Use of guide dogs and service animals**

*(A guide dog or service animal is an animal specially trained to help a person with a disability. They may accompany people with physical (sight, hearing), cognitive or seizure-related disabilities, among others. In most cases it will be obvious that an animal is being used for reasons related to a person's disability. If it is not apparent, the person will usually have a letter from a physician or nurse confirming that the animal*

*is needed for reasons relating to a disability, or a certificate confirming that the animal has been trained by a professional service animal institution. Service animals should not be confused with “pet therapy” animals, which are used to provide comfort and motivation.)*

18. A disabled person will have the right to use their guide dog or service animal to access goods and services provided by the hospital unless otherwise excluded by law.
19. Where the use of a service animal is excluded by law, the hospital will provide other supports / measures to ensure that the person with a disability is able to access good and services.

### **Use of support person**

*(A "Support Person" 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. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability.)*

20. A disabled person who is accompanied by a support person will have the right to access their support person while accessing and utilizing services provided by TADH, unless such access and use conflicts with established practices for healthcare delivery, privacy and/or law.
21. The TADH healthcare provider of the person with disability will communicate any anticipated conflicts before the onset of expected service delivery, and alternative measures will be explored as necessary

### **Temporary service disruptions**

*(I.e. Reduced entrance / exit access due to construction, maintenance or outbreak; Reduced access to assistive devices due to maintenance, equipment malfunction, theft or other reason; Limited access to elevators due to malfunction or maintenance: etc.)*

22. Public notice shall be provided in the event of any planned or unexpected disruption to any accessibility service offered by or located within the TADH.
23. The hospital will make reasonable effort to provide timely notice recognizing that in some circumstances, such as during an unplanned disruption, advance notice might not be possible
24. Public notice shall provided in a manner that takes into account the needs of disabled persons
25. Info to be provided in notice shall include:
  - (a) Reason for the disruption
  - (b) Expected duration of disruption
  - (c) Description of alternative facilities or services, if any

## **EMPLOYMENT STANDARDS**

### **Developing and documenting individual accommodation plans**

26. TADH shall inform all hospital staff how accommodation(s) are requested, developed and revised ;
27. Request for accommodation shall come from the TADH employee /volunteer and made to either the employee's / volunteer's manager, the Human Resources Dept. or the Employee Health Dept. ;

28. Requests for individual accommodation plans will be addressed by TADH on a one-on-one basis ;`
29. The staff member's manager or Director shall advise the requesting employee / volunteer about the manner in which any employee requesting accommodation will participate in the development of their individual accommodation plan ;
30. TADH may request an evaluation (if required) by an outside medical or other expert to determine if and / or how accommodation can be achieved. The cost for this evaluation shall be paid for by the TADH ;
31. TADH will allow the participation of a representative from the employee's union, or if there is no union, any representative from the workplace selected by the employee, during the development of their individual accommodation plan ;
32. At all times TADH and any person participating in the development / implementation of the individual accommodation plan shall protect the privacy of the employee, volunteer or contractor around workplace accommodation(s) ;
33. The employee / volunteer and their Manager shall determine when the workplace accommodation shall be reviewed and updated. In any case it shall be at least every two years ;
34. The Chief Human Resources Officer (or their designate) shall provide to the requesting employee reason(s) for any denial of workplace accommodation ;
35. An accommodation plan shall be provided in a format that takes into account the employee's disability ;
36. An accommodation plan shall include the employee's emergency response information as well as any details specific to communication supports ;
37. Copy of the current accommodation plan and any previous accommodation plans shall be kept in the Human Resources department. A current copy of the employee's accommodation plan shall also be kept by the Employee Health department.

### **Redeployment**

*(refers to the reassignment of employees to other departments or jobs within the organization as an alternative to layoff when a particular job or department has been eliminated by the hospital)*

38. TADH will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when redeploying employees with disabilities ;
39. Upon request by the affected employee with disabilities, TADH will provide consultation to that employee or their representatives about the employee's redeployment.

### **Accessible formats and communication supports**

40. All persons with an accommodation plan shall have access to information that is generally available and information that is needed to perform their job in a format that takes into account their disability ;

### **Emergency response procedure(s) for hospital staff with disabilities**

41. TADH will develop an individual emergency response procedure(s) for a worker, volunteer or contractor that has a disability when the worker, volunteer or contractor's disability is not considered by the hospital general emergency response plans;
42. The emergency response procedure(s) shall be developed during the worker's, volunteer's or contractor's accommodation meeting and shall be included in the worker's accommodation plan ;
43. The emergency response procedure(s) will be provided to employees, volunteers and contractors based on their accessibility needs

44. With the consent of the employee, volunteer or contractor, persons who will be helping the accommodated person during an emergency shall be involved in the development of the emergency procedure(s)
45. Emergency response information for an accommodated person shall be reviewed whenever:
  - (a) the employee, volunteer or contractor moves to a new location,
  - (b) the employee's, volunteer's or contractor's accommodation plan is reviewed,
  - (c) the hospital reviews its general emergency response procedures, and
  - (d) any changes are made to the employee's, volunteer's or contractor's work modifications or at least every 24 months whichever is soonest

### **Recruitment**

46. Every TADH recruitment posting (internal and external, printed and electronic) shall include the following:

“The Timmins and District Hospital will provide accommodations throughout the recruitment process to applicants with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act (2005)* and the *Ontario Human Rights Code*. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require. Only applicants selected for an interview will be contacted.”
47. All applicants selected for an interview or further assessment shall be informed that they can ask for accommodation ;
48. TADH will consult with the applicant to come up with a suitable accommodation when accommodation is requested by an applicant ;
49. A candidate who is offered employment by the hospital shall be informed of the hospital's policy for accommodating employees with disabilities ;
50. All new employees shall be informed at their orientation about the hospital's policy for accommodating employees with disabilities ;
51. TADH will regularly communicate its policy on workplace accommodation to all employees.

### **Performance management**

52. TADH will take into account the accessibility needs and individual accommodation plans of employees with disabilities when assessing their work performance, productivity and effectiveness.

### **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 that may be higher in pay, provide greater responsibility and or be at a higher level in the organization. Additional responsibilities and employee movement shall be based on merit and or seniority.)*

53. TADH will ensure that all employees with disabilities:
  - (a) have opportunity for learning and personal development, and
  - (b) are aware of opportunities for transfers and promotions by way of formal contact in order to avoid excluding anyone who may be interested.
54. TADH will provide career development and advancement information in a way that is consistent with the accommodation needs of employees with disabilities ;
55. TADH will take into account the accessibility needs as well as any individual accommodations plans when providing career development and advancement to employees with disabilities ;
56. TADH will provide an employee who has accommodation needs or an accommodation plan with training on the essential job duties when transferred or promoted.

### **Preventative and Emergency Maintenance of Accessible Elements**

57. The Maintenance dept. will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
58. To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on TDH premises, the TDH's website and/or such other method as is reasonable under the circumstances.
59. TDH personnel will inspect applicable accessible elements that are available for use on hospital premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the location's manager and the Maintenance Dept. so they can be addressed. Typically, a work order will be generated and sent to the maintenance dept. for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
60. In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
61. To the extent possible, TDH personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary way-finding signage, and/or posting notices, as indicated below.
62. Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on TDH premises, the TDH's website and/or such other method as is reasonable under the circumstances.