 Ontario North West Local Health Integration Network Réseau local d'intégration des services de santé du Nord-Ouest	Manual:	Operations		
	Section:	Human Resources	Number:	HR-1.5
	Sub-Section:	Workplace Practices	Approved:	Mar. 1, 2010
	Document Owner:	Chief Executive Officer	Reviewed:	Oct 25, 2013
			Revised:	Nov. 29, 2013
			Pages:	3
Title:	Accessibility for Ontarians with Disabilities			

PURPOSE:

The LHIN is required to meet obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The purpose of the Act is to develop, implement and enforce accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

The AODA Regulation 429/07 entitled “Accessibility Standards for Customer Service”, establishes accessibility standards specific to customer service and the provision of goods and services to the public.

The Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and introduces requirements for Information and Communications, Employment, Transportation, and Public Spaces.

SCOPE:

This policy applies to all employees in all employment categories, full-time regular, part-time regular, contract, student and intern and to visitors to the LHIN offices.


POLICY:

The LHIN is committed to treating all people in a way that allows them to maintain their dignity and independence along with inclusion and equal opportunity. The LHIN is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

PROCEDURE:

Many of the situations employees will encounter when delivering goods and services will be specific to the individual and the goods/services sought. The following procedures, along with the LHIN’s Best Practices, Tools and Templates, will assist LHIN employees to provide goods and services consistent with LHIN policy.

1. When communicating with a person with a disability, the LHIN will do so in a manner that takes into account the person’s disability.
2. A person with a disability may provide his/her own assistive device for the purposes of obtaining, using and benefiting from the LHIN’s goods and services that are made available to the public.
3. The LHIN welcomes people with disabilities who are accompanied by a service animal on the parts of our premises open to the public. If a service animal is excluded by law from the LHIN premises, the LHIN will ensure that alternative means are available to enable the person with a disability to access the LHIN’s goods and services.
4. The LHIN is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on our

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

- The LHIN will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training for Staff

The LHIN will provide training to all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of relevant policies, practices and procedures. Training will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service and The Integrated Accessibility Standards Regulation (IASR);
- information regarding the LHIN policies, practices and procedures relating to the customer service standards and IASR;
- how to interact and communicate with people with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing your goods or services;
- how to interact with people with disabilities who use an assistive device, service animal or support person;
- how to use the equipment or assistive devices that may be available at the LHINs;
- job specific training to those positions needing tailored training for their roles i.e. communications, procurement, reception.


The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, procedures and practices.

Feedback Process

Feedback is welcomed as it encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Availability of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, the LHIN will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

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Accessibility Plan

The LHIN has created a multi-year accessibility plan and will review at least every 5 years to ensure that the LHIN removes accessibility barriers and creates a more accessible work environment for employees and the public.

REFERENCES:

The Accessibility for Ontarians Disability Act, 2005 (AODA)
Accessibility Standards for Customer Service, AODA Ontario Regulation 429/07
Integrated Accessibility Standards
North West LHIN Multi-year Accessibility Plan