

[Programs & Services](#)[Staff Central](#)[Manuals & Guides](#)[News](#)[Home](#)

LHSC Corporate Policy Manual

Accessibility for Persons with Disabilities

Policy Number: GEN044

Policy Owners: Chair, Accessibility Committee

Policy Sponsors: VP, Human Resources & Organizational Development

Policy Approvers: Director's Council

Policy Applies To: London Health Sciences Centre

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PHILOSOPHY

London Health Sciences Centre (LHSC) is committed to providing accessible care, services, and facilities to patients, visitors, staff and affiliates. Aligned with LHSC's core values of respect and collaboration, care, services and facilities are provided in a manner that respects the dignity and independence of all, which includes communicating in a manner that takes into account a person's disability. The provision of care and services to persons with disabilities is integrated wherever possible throughout the hospital. Persons with disabilities are given an opportunity equal to that given to others, to obtain, use or benefit from the care, services and facilities provided by and on behalf of the organization.

LHSC strives to provide an accessible environment for employees and affiliates. For additional information, please reference the accessibility intranet website.

POLICY

Under the Accessibility for Ontarians with Disabilities Act (2005), LHSC strives to meet the requirements of the accessibility standards. This policy sets out compliance with the Customer Service Regulation and the Integrated Accessibility Standards, in accordance with Ontario Regulation 429/07 and Ontario Regulation 191/11, respectively. This policy applies to all staff and affiliates of the organization.

PROCEDURE

1. Use of Service Animals and Support Persons

Permit persons with disabilities to be accompanied by their service animals to parts of LHSC's premises that are open to the public and other third parties.

Where there is a need to exclude a service animal from part of the premises (e.g. for infection control reasons, sound associated with MRI, etc.), staff or affiliates ensure other measures are available to enable the person with a disability to obtain, use and benefit from LHSC's care and services. In these circumstances, the person using a service animal is expected to make arrangements for the service animal to be supervised.

Permit persons with disabilities to be accompanied by support persons on LHSC's premises, except where the safety of a person is at risk.

2. Use of Assistive Devices

LHSC makes reasonable efforts to ensure that persons with disabilities can use their assistive devices when accessing care and services.

3. Notice of Temporary Disruptions

Provide public notice when LHSC's facilities, amenities or services are temporarily unavailable, or when they are anticipated to be unavailable.

Post notice signs on the external website and at conspicuous locations near the disruption. The notices must contain information about the reason for the disruption, its anticipated duration, and a description of available alternative services.

4. Accessibility Training

Provide applicable accessibility and human rights training to every staff or affiliate, as well as those who participate in the development or approval of policies, practices and procedures governing the provision of care and services to the public.

Provide training as soon as feasible after a person is hired or assigned to a new role as described in 4.a.

Maintain a record of dates on which the training was provided, the names of participants, and the number of people who participated.

5. Customer Feedback

Respond to feedback from persons with disabilities about accessibility concerns obtained through various channels such as:

- In person
- By mail
- By email
- By telephone

6. Preparation of an Accessibility Plan

In compliance with the Integrated Accessibility Standards, the Accessibility Working Group through consultations with stakeholders, produces a multi-year accessibility plan that includes:

A report on the measures LHSC has taken to identify remove and prevent barriers to persons with disabilities.

A report on the measures LHSC intends to take in the upcoming years to identify, remove and prevent barriers to persons with disabilities.

A list of the by-laws, policies, programs, practices and services that will be reviewed in the upcoming years to identify barriers to persons with disabilities.

All other information that the regulations prescribe for the purpose of the plan.

The plan reviewed and updated at least once every 5 years, with a status report prepared and posted on the website annually.

7. Notice of Availability of Documents

Provide public notice that information and communication, as required by the Accessibility Standards for Customer Service (O. Reg 429/07) and the Integrated Accessibility Standards (O. Reg. 191/11), are available upon request in accessible formats.

8. Format of Documents

Reasonable efforts are made to ensure documents, as required by the Customer Services Regulation and the Integrated Accessibility Standards, are in a format that meets the needs of the person requesting the document.

9. Reporting

Maintain policies, procedures and other documents to demonstrate compliance with the Customer Services Regulation and the Integrated Accessibility Standards.

Submit an annual accessibility report, including an annual accessibility plan as per the Ontarians with Disabilities Act (2001), to the senior leadership team.

File an annual accessibility report with the Ontario Government and make this report available to the public.

10. Workplace Emergency Response Information

Provide emergency procedures and public safety information to members of the public in accessible formats, upon request.

Provide individualized emergency response information to employees who self-identify as having disabilities. Completion of personal emergency response checklists accompany individualized evacuation plans for employees with disabilities. These plans will be shared with the employee, the employee's leader, Security and assistants named in the plan.

11. Transportation Services

Where applicable, LHSC provides accessible transportation services or equivalent services upon request.

12. Procuring or acquiring goods, services or facilities, including Self-service kiosks

LHSC incorporates accessibility criteria and features when procuring, acquiring or designing goods, services, and facilities, including self-service kiosks.

13. LHSC Internet websites and web content

As of 2014, all new internet websites and web content conforms with Web Content Accessibility Guidelines (WCAG) 2.0, Level A (excluding live captioning and pre-recorded audio descriptions)

14. Recruitment (Refer to Recruitment and Job Vacancy Policy (Non-Union Employees))

Staff and the public are notified about the availability of accommodation for applicants with disabilities in recruitment processes

Once applicants are selected in assessment process, applicants are notified that accommodations are available upon request in relation to materials or processes to be used. If requested, applicants are consulted regarding necessary arrangements to account for accessibility needs.

Offers of employment include the notification to successful applicants of the LHSC accommodation policy.

15. Accommodation (Refer to Workplace Accommodation Policy)

Staff are informed of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account accessibility needs.

Individualized accommodation plans are created for employees with disabilities.

Return to work plans are created for those who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Accessibility needs of staff with disabilities, as well as individual accommodation plans, are taken into account when redeploying employees with disabilities.

16. Performance Management

Accessibility needs of staff with disabilities, as well as individual accommodation plans, will be considered during the performance management process.

17. Career Development and Advancement

Accessibility needs of staff with disabilities, as well as individual accommodation plans, will be considered when providing career development and advancement to its staff with disabilities.

18. Built Environment

For new construction and major changes to existing features of its buildings, LHSC will adhere to the Ontario Building Code, Ontario Regulation 332/12 as well as adopt the amendment, Ontario Regulation 368/13 which focuses on accessibility.

For new construction and major changes to existing features of public spaces, LHSC will adhere to the design requirements outlined in the Integrated Accessibility Standards, Ontario Regulation 191/11 for the following: recreational trails, outdoor public eating areas, outdoor play spaces, outdoor paths of travel, accessible parking, service-related elements like service counters, fixed queuing lines and waiting areas.

DEFINITIONS

Accessible - Service or care provided in a manner that is capable of being easily understood and accessed.

Accessible Formats- Any means of conveying information and/or communicating that is usable by persons with disabilities, including - but not limited to-large print, recorded audio and electronic format, and braille.

Affiliates - Individuals who are not employed by the organization but perform specific tasks at or for the organization, including:

- Credentialed Professional Staff with a hospital appointment (e.g. physicians, midwives, dentists)
- Students
- Volunteers
- Contractors or contracted workers who may be members of a third party contract or under direct contract with the organization
- Individuals working at the organization but funded through an external source.

Assistive Devices – Assistive devices are intended to enable people with physical disabilities to increase their independence. There are more than 8000 types of assistive devices such as equipment or supplies in the following categories:

- Prostheses
- Wheelchairs/mobility aids and specialized seating systems
- Enteral feeding supplies
- Monitors and test strips for insulin-dependent diabetics
- Insulin pumps and supplies
- Hearing aids
- Respiratory equipment
- Orthoses (braces, garments and pumps)
- Visual and communication aids

- Oxygen and oxygen delivery equipment such as concentrators, cylinders, liquid systems and related supplies, such as masks and tubing.

Barrier - A barrier is 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, architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, a policy or a practice.

Disability – A disability is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, 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 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.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Performance Management-activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success

Service Animal – Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. Ferrets, miniature donkeys, cats and parrots are other examples of service animals.

An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability or if the person provides a letter from a physician or nurse confirming that the person requires the animal.

Support Person - Support persons are used by people with many different kinds of disabilities. Some people with disabilities rely on support persons for certain services or assistance, such as using the washroom or facilitating communication. A support person may be a paid professional, a volunteer, a family member or friend of the person with a disability.

REFERENCES

[Accessibility for Ontarians with Disabilities Act \(2005\)](#)

[Accessibility Standards for Customer Service Ontario Regulation 429/07](#)

[Integrated Accessibility Standards, Ontario Regulation 191/11](#)

[Ontarians with Disabilities Act \(2001\)](#)

[Management of Compliments and Complaints](#)

[Guide: Accessibility Standards for Customer Service Ontario Regulation 429/07](#)

[Ministry of Health and Long Term Care - Assistive Devices Program](#)

[Web Content Accessibility Guideline Overview \(WCAG\)](#)

Recruitment and Job Vacancy Policy (Non-Union Employees)

Workplace Accommodation Policy

Ontario Building Code, Ontario Regulation 332/12

Ontario Building Code Amendment, Ontario Regulation 368/13

*** *This policy replaces the Accessibility policy.*

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