

**NORTH BAY REGIONAL HEALTH CENTRE (NBRHC)**

<b>Policy and Procedure</b>		<b>Policy Number</b>	ADM 047	
<b>Title</b> Accessibility		<b>Policy category</b>	<input type="checkbox"/> Departmental	
			<input checked="" type="checkbox"/> Organization Wide	
		<input type="checkbox"/> Board		
		<b>Manual</b>		Administration
		<input checked="" type="checkbox"/> New	<input type="checkbox"/> Minor	<input type="checkbox"/> Major
<b>Origination Date</b>	January 2016	<b>Developer</b>		
<b>Effective Date</b> <small>(date this version came into effect)</small>		Chair, Accessibility Committee		
<b>Cross References (NBRHC or legacy organization policies)</b> OHS 4-014 Modified Work – Return to Work ADM – 020 Parking ADM – 013 Hearing Assistive Telephone Devices (TTY), Handset Amplifier and Telephone Service (Bell) Assistant Services		<b>Comparable Policy from service provider within NBRHC Facility</b>		

**NOTE:** This is a **CONTROLLED** document. Any document appearing in a paper form should **ALWAYS** be checked against the online version prior to use.

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## **1.0 Purpose**

- To ensure compliance and on-going development of Accessibility plans, processes and policies in accordance with Ontario Regulation 429/07, Ontario Regulation 191-11 and the Accessibility for Ontarians with Disabilities Act 2005.

## **2.0 Policy Statement**

- The North Bay Regional Health Centre is committed to providing equal treatment to people with disabilities with respect to Hospital services, programs, goods and facilities. This commitment extends to patients, families, visitors, employees and volunteers with visible or non-visible disabilities.
- The Hospital will comply with the Accessibility for Ontarians with Disabilities Act, 2005 while combining all of the requirements of the AODA Accessible Standards for Customer Service Regulation and the requirements of the AODA Integrated Accessibility Standards Regulation in the creation of this policy.
- The Hospital will establish policies, practices and procedures on eliminating barriers and providing services and supports to people with disabilities.
- The Hospital will produce a Multi Year Accessibility Plan.
- The Multi Year Accessibility Plan and this policy will be posted on the Hospital public website and provided to individuals upon request in the appropriate format or with communication support.
- In accordance with the Accessibility Standards for Customer Service (AODA), (Ontario Regulation, 429/07), the Hospital will ensure that all members of our community have access to the facilities and services it provides. Where there is disruption in services or restricted access to Hospital facilities, notice will be provided describing the reason for the disruption, the anticipated duration and alternative facilities or services available.

## **3.0 Minor Revision History**

New policy.

## 4.0 Definitions

**Barrier:** 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, an architectural barrier, an informational barrier or communications barrier, an attitudinal barrier, a technological barrier a policy or practice.

**Disability:** a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness (ie., diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device

b) A condition of mental impairment or a developmental disability

c) A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

d) A mental disorder

e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety & Insurance Act, 1997

**Personal Assistive Devices:** As defined by Ontario Regulation 429/07 and the Ontarians with Disabilities Act, 2005, Personal Assistive Devices are used by persons with disabilities. They include a broad range of products such as wheelchairs, walkers, white canes, oxygen tanks, portable communication boards, and electronic communication devices.

**Guide Dog:** this refers to a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act.

**Service Animal:** Animals, not limited to dogs, individually trained to assist people with disabilities in the activities of normal daily living, to enhance quality of life and mitigate their disabilities. A service animal is afforded access to all areas of public accommodation.

**Areas of Public Accommodation:** An area of public accommodation is defined as any area within the building that is open to the public or third parties. This includes patient rooms, waiting rooms, patient/family rooms, elevators, stairwells, examination rooms, hallways, external grounds, and cafeterias. Restricted areas include: Operating Room, Recovery Room, Food preparation areas, Pharmacy and medication preparation and storage areas, sterile storage areas and Intensive Care Units/Step down units.

**Support Persons:** In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

**Accessible Formats:** May include but are not limited to large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

**Kiosk:** An interactive, electronic, terminal, including a point-of sale device, intended for public use that allows users to access services or products.

## **5.0 Materials required**

- Temporary Accessible Parking Application
- Feedback Form (in French and English)- (Appendix 1)
- Confidentiality Agreement- RHC 856
- Consent for Release of Personal Health Information- RHC 165

## **6.0 Procedure**

### **6.1 Customer Service Standard Procedures**

#### **6.1.1 Communication**

- The Hospital will communicate with persons with disabilities in a manner that takes into account their disability
- The Hospital is committed to providing fully accessible telephone services to our patients, families, visitors, employees and volunteers. ADM 13 Hearing Assistive Telephone Devices Teletype Writer Kit (TTY), Handset Amplifier and Telephone Service (Bell) Assistant Services
- Information about the Hospitals feedback process will be available to the public. Feedback regarding the way NBRHC provides services to people with disabilities can be made by submitting an Accessibility Feedback Form available on the NBRHC external website, by email at [accessibility@nbrhc.on.ca](mailto:accessibility@nbrhc.on.ca) and/or verbally, 705-474-8600 ext 2752. A representative from the Accessibility committee will respond to this feedback and take appropriate action.

#### **6.1.2 Personal Assistive Devices & Interpreter Services**

- Personal Assistive Devices (PAD) will remain with the patient/employee at all times except where there is a requirement for exclusion of said device due to infection control risk or risk of harm to the device and/or individuals;
- The care and maintenance of the PAD is the responsibility of the owner;
- A range of PAD are available for patient use while at NBRHC, such as Teletype Writer Kits (TTY – ADM-13). To access and/or seek assistance with

PAD, ask a member of your health care team and they will seek assistance in accessing devices;

- Where translation or interpreter services are necessary, including sign language; access to such services can be requested through the Emergency Room registration and/or Switchboard. A list of service providers is located in these areas.

### **6.1.3 Service Animals**

- Persons with disabilities are permitted to be accompanied by their guide dog or service animal in those areas of the Hospital open to the public (see definition of Areas of Public Accommodation);
- Service Animals should be clearly marked with identification cards, harness or jackets.
- Patients with disabilities are requested to inform hospital staff as early in the pre-admit process as possible of the need for their service animal to stay with them in hospital.
- In planning for a hospital admission/visit, staff must consider the following:
  - The wellbeing of the patient.
  - The wellbeing of the service animal.
  - The patient's and service animal's previous experience with hospitals.
  - The anticipated length of stay.
  - Implications for patients sharing space in the vicinity.
  - Implications for staff/physicians/volunteers.
- The requirements surrounding the admission/visit of a patient with a service animal will be assessed individually. The service animal will be allowed to remain with the patient provided the following provisions have been made.
  - There are no Infection Prevention & Control reasons that would preclude the service animal's presence.
  - Ideally the patient will be placed in a private room. If there is no private room available, nursing staff must ensure that there are no circumstances that would adversely influence the wellbeing of the patient's roommates. For example allergies, cynophobia (fear of dogs), or some other unacceptable level of risk.
  - The patient should assume full responsibility for the care and behaviour of the service animal at all times. The patient may delegate this responsibility to family or friends if necessary.
  - Service animals are not permitted to accompany a patient into the Operating Room or Post Anaesthetic Care Unit. At the discretion of the manager and attending physician, service animals may be permitted a short visit to their owner in an Intensive Care Unit.
  - If the patient requests their service animal remain with them overnight, a family member/friend, who the service animal knows well, must remain overnight and assume full responsibility for the service animal on behalf of the patient.

- At no time will hospital staff assume responsibility for meeting the service animal's needs for exercise, nutrition, elimination, etc
- Nursing staff are required to notify support departments (e.g. Patient Porter, Medical Imaging) in advance when a patient will be accompanied by a service animal.

#### **6.1.4 Support Persons**

- People with a disability who use a support person are able to bring that person with them while accessing services at the Hospital;
- Consent to have the support person present during discussions involving the confidential health information or during tests and procedures must be authorized by patient and a signed Consent for Disclosure of Personal Health Information & Confidentiality Agreement must be signed;
- Every effort will be made to ensure the support person is provided appropriate provisions if an overnight stay is required, however they are required to follow Hospital policies and procedures and remain responsible for their own meals and parking fees

#### **6.1.5 Notice of Service Disruption**

- Advance notice will be provided for planned disruptions.
- Notice will be provided, where possible, when facilities or services that persons with a disability rely on are temporarily disrupted. Such notice will include information about the reason for the disruption, its anticipated duration and availability of alternative facilities or services. The notice will be placed at all public entrances, on the intranet, external website and service counters on the premises.
- The facility maintenance service provider (either JCI or service provider for various campuses) will advise Building Management of the planned or unexpected disruption where building maintenance is taking place. Building Management will in turn provide details of the disruption and request that the Communications Department will provide notification to the public as required
- Where clinical services are disrupted the manager of the clinical area is responsible for advising Communications of the disruption.

## **6.2 Information and Communication Standards**

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

- The Hospital shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities in accordance with the schedule set out in the AODA Integrated Standards Regulation.
- Accessible formats and communication supports shall be provided in a timely manner, taking into consideration the person's accessibility needs.
- The format and placement of notices will consider the types of disabilities of persons who use the disrupted service or facility. Example: notices by elevators used by persons in wheelchairs will be placed within their line of vision (approximately 4 feet from the floor)

### **6.2.2 Accessible Websites and Web Content**

- Hospital Internet websites and web content shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, at level A & AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

### **6.2.3 Emergency Procedures, Plans and Information**

- The Hospital shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

## **6.3 Employment Standards**

### **6.3.1 Recruitment**

- The Hospital shall post information about the availability of accommodation for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodation is available upon request. The Hospital shall consult with any applicant who requests an accommodation in a manner that takes into consideration the applicant's disability.

### **6.3.2 Employee Supports**

- The Hospital will inform employees of the practice and procedure used to support employees with disabilities, including the provision of accommodations that take into account an employee's accessibility needs due to a disability. The Hospital will provide updated information to all employees whenever there is a change to existing policies.

### **6.3.3 Accessible Formats and Communication Supports for Employees**

- Upon the employee's request, the Hospital shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports 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.

The Hospital will consult with the employee to determine the most suitable method of accessing providing an accessible format or communication support.

### **6.3.4 Workplace Emergency Response Information**

- If an employee's disability is such that workplace emergency response information is necessary and the Hospital is aware of the need for accommodation, this information shall be provided to employees. In addition, with consent, the information will be provided to those designated to provide assistance. Review will occur if the employee moves to a different location/position within the Hospital. Employees can request through the Occupational Health and Safety department, as per the Modified Work - Return to Work process (OHS4-014)

### **6.3.5 Documented Individual Accommodation Plans**

- A process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities.

### **6.3.6 Return to Work Process**

- A documented return to work process for employees returning to work due to disability requiring disability-related accommodations. This process will outline the steps that the hospital shall take to facilitate the return to work. See Cross Reference section. Modified Work – Return to Work OH&S 4-014.

## **6.4 Responsibility and Monitoring**

- The Accessibility Committee is responsible for reviewing this policy annually, updating and providing recommendations to ensure on-going compliance with regulated standards.

## **9.0 References**

Accessibility for Ontarians with Disabilities Act 2005

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)



Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/customerService/>

Accessibility for Ontarians with Disabilities Act, 2005 , Integrated Accessibility Standards 191/11 [http://www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_110191\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm)

#### 10.0 Content Experts/Stakeholders

Content Expert/Stakeholder	Date Sent
Accessibility Committee	November 24, 2015

#### 11.0 Signing Authority Approval

Position	Date Signed
VP Corporate	Dec 9, 2015