

Purpose

Under the Accessibility for Ontarians with Disabilities Act, 2005, Hôtel-Dieu Grace Healthcare (HDGH) must comply with established accessibility standards. This policy outlines customer service accessibility standards for HDGH, as per Ontario Regulation 429/07, and applies to all employees, volunteers, and

- 1. Procedure:** Hôtel-Dieu Grace Healthcare ensures accessible services for all, integrating services for persons with disabilities and providing documentation upon request.
- 2. Accessibility Training Policy:** Mandatory training for all involved in public interactions or policy development, covering disability communication, assistive devices, and accessibility challenges. Training is tailored, ongoing, and recorded.
- 3. Feedback Process:** Encourages feedback from people with disabilities through various methods to improve service quality.

Information and Communication Standards Procedures:

- 1. Accessible Formats and Communication Supports:** HDGH will provide accessible formats and communication supports upon request, in consultation with the requester, in a timely manner and at no additional cost.
- 2. Accessible Websites and Web Content:** Websites and web content controlled by HDGH will conform to WCAG 2.0 Level A and AA standards as per the AODA schedule.
- 3. Emergency Procedures, Plans, and Information:** HDGH will provide public emergency procedures, plans, and safety information in accessible formats or with communication supports upon request.

Accessibility Training Policy

Mandatory training for all involved in public interactions or policy development, covering disability communication, assistive devices, and accessibility challenges. Training is tailored, ongoing, and recorded.

Feedback Process

Hôtel-Dieu Grace Healthcare encourages feedback from people with disabilities through various methods to improve service quality.

Notice of Availability of Documents

Hôtel-Dieu Grace Healthcare will inform the public about the availability of documents required by the Accessibility Standards for Customer Service (O. Reg. 429/07) upon request. Notices will be provided on the website and through other printed methods.

Format of Documents

Hôtel-Dieu Grace Healthcare will provide documents to persons with disabilities in formats that meet their accessibility needs, as agreed upon with the individual, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Employment Standards

1. Recruitment: HDGH will inform applicants about available accommodations during recruitment. Selected applicants will be notified of accommodations for interviews/testing and consulted on their needs. Successful applicants will be informed of HDGH's policies for accommodating employees with disabilities.

2. Employee Supports: HDGH will inform employees about policies supporting employees with disabilities, including job accommodations. New employees will receive this information upon starting, and updates will be provided when policies change.

3. Accessible Formats and Communication Supports for Employees: Upon request, HDGH will consult with employees to provide accessible formats and communication supports for job-related information and general workplace information.

4. Workplace Emergency Response Information: HDGH will provide necessary emergency response information to employees with disabilities and, with consent, to designated assistants. This information will be reviewed when the employee's location or accommodation needs change, or when the general emergency response plan is reviewed.

5. Documented Individual Accommodation Plans: HDGH will develop and maintain written individual accommodation plans for employees with disabilities, including accessible formats, communication supports, and emergency response information if requested.

6. Return to Work Process: HDGH will have a documented process to facilitate the return to work for employees with disabilities, outlining the steps for providing necessary accommodations.

Responsibility and Monitoring:

HDGH will assign staff to review this policy annually and recommend amendments for compliance with accessibility standards and legislative obligations. Non-compliance with AODA regulations can result in enforcement measures and financial penalties. Managers and Directors will monitor practices to ensure compliance.