

Subject:	Accessibility		
Section:	Facilities and Security		
Issued By:	Director, Support Services	Approval Date:	June 7, 2022
Approved By:	Senior Management Team	Effective Date:	June 9, 2022

1. **Purpose:**

To ensure Ontario Shores Centre for Mental Health Sciences (Ontario Shores) meets or exceeds its requirements as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Ontarians with Disabilities Act, 2001* (ODA), including but not limited to, the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation 191/11. These standards define objectives for barrier identification, prevention and removal in the areas of Customer Service, Employment, Information and Communication, Transportation, and Design of Public Spaces.

2. **Policy:**

Ontario Shores is committed to providing accessible service to our clients, visitors and staff. Goods and services will be provided in a manner that respects the dignity and independence of all. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, or benefit from the goods and services provided by and on behalf of the organization.

Ontario Shores is committed to meeting accessibility legislation as outlined above. We will do this:

- through continuous improvement, within available resources, of access to facilities, programs, and services;
- with the participation of people with disabilities;
- by ensuring hospital policies are consistent with the principles of accessibility and inclusiveness;
- by removing barriers to persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

3. **Definitions:**

Accessible: Service is provided in a manner that is easily understood or appreciated; easy to get at; capable of being reached, or entered; and obtainable.

Accessibility Standard: An accessibility standard made by regulation under section 6 of the AODA 2005.

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Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness 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 impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, other service animal, or wheelchair, or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes, involved in understanding, or in using symbols or in 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 and Insurance Act*, 1997.

Guide dog: A guide dog as defined in section 1 of the Blind Persons' Rights Act.

Service Animal: An animal described in section 4, subsection (9) of the AODA 2005; and if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; and/or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons: A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or family member. He or she does not necessarily need to have special training or qualifications. (AODA 2008).

4. **Procedure:**

Communication

We will communicate with people who have disabilities in ways that take into account their disability. When requested, we will provide copies of relevant service delivery policies in alternate formats, after determining the best manner in which to provide the information. We

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will strive to make our public documents accessible; and our website communications will meet the criteria as specified in the Integrated Accessibility Standards.

We will provide telephone services that are accessible and will train our staff to communicate in a manner that accommodates the various needs of the community. Where applicable, we will offer other means of communication.

Assistive Devices

We are committed to respecting all people and will, where possible, support the use of assistive devices, including devices for mobility and communication supports.

We will ensure that key staff members are trained and are familiar with the various assistive devices that may be used by people with disabilities while accessing our goods or services.

Service Animals

We welcome guide dogs and other service animals. Service animals are allowed on the parts of our premises that are open to the public, where not otherwise prohibited by law. Service animals may also be permitted in patient care areas, providing all other applicable legislative criteria are met. Where a service animal is excluded by law or other applicable criteria, the organization will ensure that measures are in place and available to enable the person with a disability to obtain, use and benefit from our goods and services.

Support Persons

Support persons will be allowed to accompany persons with a disability on our premises in areas open to the general public. In situations where the support person is requested to accompany an individual in restricted areas, the support person must meet all applicable criteria. In the event the support person cannot meet the applicable criteria, the organization will work to ensure that the necessary supports are in place to allow the person with a disability to benefit from our goods and services.

Fees will be charged to the support person for events that charge admission. The fee will be equal to or less than regular admission prices, and specified in advance of the event.

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Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, Ontario Shores will endeavour to notify staff, visitors and clients promptly. Where possible, a notice will be posted on our televised communication system. The notification will include information about the reason for the disruption, the expected duration, and a description of alternative facilities or services, if available.

Training

Training will include an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the various standards. It will be provided to all employees, volunteers and others who deal with the public or third parties on our behalf. This training is provided as part of our General Orientation and onboarding process.

Additional training will be provided, as appropriate, to meet or exceed the requirements of this legislation or to meet other legislative or internal policy requirements.

Feedback Process

At Ontario Shores, we welcome feedback. This may be provided in the following ways:

- Completing a paper form (see [Appendix A: Feedback Form](#)) obtained from the Information Desk in Building 5, Level 2 and returning the form to the same location.
- Filling out a form (see [Appendix A: Feedback Form](#)) online on our external web page, or on our internal intranet and submitting it to the feedback email: feedback@ontarioshores.ca or faxing it to 905-430-4059.
- Providing verbal feedback by calling 905-430-4055 ext. 6703.
- Emailing comments to feedback@ontarioshores.ca.

All feedback will be assessed as part of our continuous improvement process. This process is championed by Quality and Patient Experience, and issues are communicated to the relevant stakeholders for follow up.

Where a response is requested, we will respond within five working days.

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Procurement

Ontario Shores will endeavour to secure goods and services that meet the needs of all people. Accessibility will be a consideration in all aspects of the procurement process. Current procurement processes for goods, services and facilities (including kiosks) incorporate the applicable criteria of the Integrated Accessibility Standard.

Modifications to this or other policies

Ontario Shores strives to respect and promote the dignity and independence of people with disabilities. We will do this through ongoing policy and procedure review which considers comments received through our feedback mechanism and other barrier identification processes.

Where applicable, accessibility requirements will be embedded within other organizational procedures and policies to ensure we remain compliant with legislation.

Questions

This policy exists to achieve service excellence and meet all requirements as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and the *Ontarians with Disabilities Act, 2001* (ODA). If anyone has a question about this policy, or if this policy is not understood, an explanation or clarification can be provided by contacting (905) 430-4055 x 2222, or sending an email to feedback@ontarioshores.ca.

5. Appendix:

[Appendix A: Feedback Form](#)

6. References:

[Attendance and Workplace Accommodation](#) Policy & Procedure
 Ontarians with Disabilities Act, 2001 (ODA)
 The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 The Accessibility Standards for Customer Service, Ontario Regulation 429/07
 The Integrated Accessibility Standards, Ontario Regulation 191/11
 The Ontario Human Rights Code

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7. **Reviewed By:**

Accessibility Lead
Director Human Resources, Wellness, Occupational Health and Safety
Director, Support Services
Human Rights Framework Review
Integrated Quality Committee
Leader, Policy & Risk
Manager Quality, Recovery and Patient Experience
Senior Management Team

8. **Revision History:**

Original Date: January 8, 2013

Revision Date(s): November 7, 2016, February 5, 2019, June 7, 2022

John Chen
Chief Operating Officer