

North York General Hospital Policy Manual

Accessibility for Ontarians with Disabilities

NUMBER: I-225

CROSS REFERENCE: IX-10 - Electrical Equipment and Its Use in the Hospital Policy
I-220 - Use of Services Animals

ORIGINATOR: Chair, AODA Sub-Committee
APPROVED BY: Operations Committee

ORIGINAL DATE APPROVED: March 2010
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POLICY:

North York General Hospital (NYGH) recognizes the diversity of the community it serves and will strive to provide all persons with disabilities who visit, work in, or use the NYGH facilities, services, and properties access to safe and barrier-free environments, programs and services.

NYGH supports the rights of all persons with disabilities to safe and equal access to the facilities, services and programs that the hospital has to offer, in accordance with the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

PROCEDURE/GUIDELINE:

1. All goods and services provided by NYGH will be provided in a manner that respects the dignity and independence of people with disabilities.
2. People with disabilities have the right to use their own personal assistive devices while accessing the goods or services provided by NYGH, unless there is a defined risk associated with that use. When a person makes a request to use their own personal assistive device, the appropriate staff member will assess safety compliance. Refer to Electrical Equipment and Its Use in the Hospital Policy IX-10. If the device appears to be unsafe, the hospital will endeavour to find an appropriate substitute device.
3. People with disabilities who use a service animal or support person have the right to be accompanied by their service animal or support person while accessing the goods and services provided by NYGH as far as practical. Please see Service Animal Policy in relation to the use of service animals. All staff, physicians, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal. Any situation that would require the separation of individual and service animal/support person will be discussed with the individual in advance and appropriate measures taken. In doing so, the organization must:
 - a. Consult with the person with a disability to understand their needs
 - b. Consider health or safety reasons based on available evidence
 - c. Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises
4. Fees are not charged for admission to NYGH's premises. In the event that NYGH organizes an event requiring admission rates advertisement and communications for the event will clearly state that support persons are welcome and that any necessary arrangements should be made on an individual basis with the event organizers in advance of the event. In such a situation, the admission fee or fare for the support person will be waived. Customers will be informed of this by a notice that will be posted on NYGH's website and advertising fliers
5. If there is a disruption of a particular facility or service used to allow a person with a disability to access goods or services, NYGH will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption and describe options for access to goods or services that may be available. This information will be posted in a conspicuous place in the premises or by other methods considered reasonable. If the disruption is expected, a reasonable amount of advanced notice of the disruption will be given. If the disruption is unexpected, notice will be provided as soon as possible.

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6. All NYGH employees, physicians, volunteers, contractors and any other people who interact with the public on behalf of NYGH will receive training on providing customer service to people with disabilities. As well, NYGH will provide training appropriate to the duties of the employee, physician, volunteer, contractor or other person that includes information about achieving accessibility by 2025 and highlight the Integrated Accessibility Standards (Information and Communication, Employment and Transportation, where applicable to the hospital). The focus of the training will be the understanding and differences between the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation 191/11.
 7. NYGH has a process to receive feedback on the provision of goods and services provided to people with disabilities accessing service at NYGH. Accessible formats and communication supports will be made available upon request. Feedback can be provided
 - a. From the public by emailing patientexperience@nygh.on.ca, telephoning the Patient Experience Office at 416 756-6125 or sending a letter addressed to Patient Experience Office at North York General Hospital, 4001 Leslie Street, Toronto, Ontario, M3K 1E1.
 - b. From employees by contacting Human Resources and/or their Union representative
 8. All new external and internal websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, outlined in the Integrated Accessibility Standards Regulations 191/11.
 9. NYGH is committed to provide equal opportunity of employment and volunteering opportunities for persons with a disability. The process includes provisions under the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation 191/11. It covers areas of
 - a. Recruitment, assessment and selection
 - b. Accessible formats and communication supports for employees
 - c. Workplace emergency response information
 - d. Documented individual accommodation plans
 - e. Return to work process
 - f. Performance management
 - g. Career development and advancement
 - h. Redeployment
 10. Emergency Procedures, plans or public safety information will be made available to the public in accessible formats upon request. In addition, individual emergency response information is provided during an employee's health assessment for individualized plans to accommodate the employee.
 11. Upon request, NYGH will provide or arrange accessible format and communication for any persons with disability(ies).
 12. NYGH will establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards Regulation.

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REFERENCES:

How to comply with the Integrated Accessibility Standards Regulation

<https://www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation>

How to comply with the Accessibility Standard for Customer Service

<https://www.ontario.ca/document/how-comply-accessibility-standard-customer-service>

O. Reg. 429/07: Accessibility for Ontarians with Disability Act, 2003, S.O. 2005, c.11

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

O.Reg. 191/11 Integrated Accessibility Standards made under the Accessibility for Ontarians with Disabilities Act, 2005.

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm

O. Reg. 429/07 Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005.

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm