

Title:	Accessibility for Ontarians with Disabilities	Number:	HR – 3.4
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Approved By:	Chief Operating Officer	Pages:	Page 1 of 4
File Path: <a href="http://portal.lhins.on.ca/nsm/administrative/policies_procedures/HR/NSM_LHIN_Accessibility_Policy.docx">http://portal.lhins.on.ca/nsm/administrative/policies_procedures/HR/NSM_LHIN_Accessibility_Policy.docx</a>			

**PURPOSE:** To implement and enforce accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

**POLICY:** It is the policy of the North Simcoe Muskoka LHIN to meet the obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This policy applies to all employees in all employment categories, including regular full-time, regular part-time, contract, student, casual, interim and secondment.

**RESPONSIBLE:** Human Resources is responsible for policy compliance and ensuring policies are updated in accordance with changes to legislation.

**DEFINITIONS:** NONE

**PROCEDURE: COMMITMENT**

The North Simcoe Muskoka LHIN is committed to:

- Ensuring that the key principles of independence, dignity, integration and equality of opportunity as well as reasonable effort are reflected in its operations;
- Providing goods and services in a way that respects the dignity and independence of people with disabilities and will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and the requirements of the Accessibility Standards for Customer Service; and

**PRINCIPLES**

1. When communicating with a person with a disability, the North Simcoe Muskoka LHIN will do so in a manner that takes into account the person’s disability.
2. A person with a disability may provide his/her own assistive device for the purposes of obtaining, using and benefiting from the North Simcoe Muskoka LHIN’s goods and services that are made available to the public.

3. The North Simcoe Muskoka LHIN welcomes people with disabilities who are accompanied by a service animal on the parts of our premises open to the public.
4. The North Simcoe Muskoka LHIN is committed to being inclusive and welcoming of people with disabilities.

## **TRAINING**

The North Simcoe Muskoka LHIN will provide training to all employees, volunteers, those who deal with the public on their behalf, and those who are involved in the development and approvals of North Simcoe Muskoka LHIN policies, practices and procedures.

Training will be provided as part of the on-boarding process or as soon as practicable after an individual begins their employment and current employees will be scheduled for training as soon as practicable.

Employees will also be trained on an ongoing basis when changes are made to these policies, procedures and practices. All training must be documented to meet the requirements of the Integrated Accessibility Standards Regulation (IASR).

The training will include the following:

- The purposes of the AODA, including the requirements of the Accessibility Standards for Customer Service, the requirements of the Integrated Accessibility Standards and the accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities;
- Information regarding the North Simcoe Muskoka LHIN policies, practices and procedures relating to the customer service standards;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services;
- How to interact with people with disabilities who use an assistive device, service animal or support person; and
- How to use the equipment or assistive devices that may be available at the North Simcoe Muskoka LHIN.

## **FEEDBACK PROCESS**

Feedback encourages improvement. So, feedback from a member of the public, about the delivery of goods and services to persons with disabilities, may be given by telephone, in writing, in electronic format or through other methods.

## **AVAILABILITY OF DOCUMENTS**

### ***Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)***

Upon request, documents required by the Accessibility Standards for Customer Service will be provided to a person with a disability. When providing a document to a person with a disability, the North Simcoe Muskoka LHIN will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

## **EMPLOYEES WITH DISABILITIES**

The North Simcoe Muskoka LHIN, in compliance with the Human Rights Code, believes that everyone has the right to be free from discrimination because of a disability or perceived disability. The North Simcoe Muskoka LHIN believes that persons with disabilities should have the right to equal treatment in the workplace.

## **DUTY TO ACCOMMODATE**

The first step to accommodate persons with disabilities is to remove all barriers. The three types of barriers that exist are physical, attitudinal, and systematic. The North Simcoe Muskoka LHIN is committed to minimizing all barriers.

Job accommodations are an appropriate course of action for persons with disabilities to be able to perform essential duties required within their job description. The accommodations will respect the individual's privacy, confidentiality, comfort, autonomy, and self-esteem. The duty to accommodate persons with disabilities requires that the most appropriate accommodation be determined and then be undertaken, short of undue hardship.

Accommodation will be considered appropriate if it will result in equal opportunity to attain the same level of performance, or to enjoy the same level of benefits and privileges experienced by others or if it is proposed or adopted for the purpose of achieving equal opportunity, and meets the individual's disability-related needs.

In order to be eligible for accommodations, the employee must provide the appropriate documentation from physicians or physiotherapists. (as outlined below)

<b>The person with a disability is required to:</b>	<b>The employer is required to:</b>
<ul style="list-style-type: none"><li>• Advise the accommodation provider of the disability</li><li>• Make her or his needs known to the best of his or her ability in writing, so that the person responsible for accommodation may make the requested accommodation</li></ul>	<ul style="list-style-type: none"><li>• Accept the employee's request for accommodation in good faith, unless there are legitimate reasons for acting otherwise</li><li>• Obtain expert opinion or advice where needed</li></ul>

<ul style="list-style-type: none"> <li>• Answer questions or provide information regarding relevant restrictions or limitations, including information from health care professionals, where appropriate and as needed</li> <li>• Participate in discussions regarding possible accommodation solutions</li> <li>• Co-operate with any experts whose assistance is required to manage the accommodation process or</li> <li>• Meet agreed-upon performance and job standards once accommodation is provided</li> <li>• Work with the accommodation provider on an ongoing basis to manage the accommodation process</li> </ul>	<ul style="list-style-type: none"> <li>• Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated, and consider various forms of possible accommodation and alternative solutions, as part of the duty to accommodate</li> <li>• Keep a record of the accommodation request and action taken</li> <li>• In accommodating employee needs, maintain confidentiality as best as possible</li> <li>• Limit requests for information (documentation from care providers) to those reasonably related to the nature of the limitation or restriction so as to be able to respond to the accommodation request</li> <li>• Grant accommodation requests in a timely manner, to the point of undue hardship, even when the request for accommodation does not use any specific formal language</li> </ul>
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**EVALUATION:** Human Resources will review policy annually and update as legislation is revised. NSM LHIN will establish an Accessibility Advisory Committee to review the Multi-Year Accessibility Plan at least once every five years.

**REFERENCES:** [The Accessibility for Ontarians with Disability Act, 2005](#)  
[About the Accessibility for Ontarians with Disabilities Act, 2005](#)  
[Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)  
[NSM Multi-Year Accessibility Plan](#)