

ISSUED BY: Accessibility Working Group
AUTHORIZED BY: Senior Management
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CATEGORY: Policy and Procedure

PAGE: 1 of 3

SUBJECT: Accessibility Policy

VALUE STATEMENT

Health Sciences North values the patient's right to accessible medical services as defined by Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act 2005.

POLICY

Health Sciences North will implement measures, policies, practices, or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises, or such other things as may be prescribed by Ontario Regulations 429/07 & 191/11 and the Accessibility for Ontarians with Disabilities Act 2005.

DEFINITIONS:

Barrier:

Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act, 2005 defines a barrier as follows:

- 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:

Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act, 2005 defines a disability as follows;

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness (i.e., 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
- A condition of mental impairment or a developmental disability
- A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- 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. Refer to Personal Assistive Device Policy.

Service Animals:

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. These animals provide persons living with disabilities a variety of services, including but not limited to, guiding individuals with impaired vision; alerting individuals who are hearing impaired to intruders or sounds; providing companionship; pulling a wheelchair; alerting to seizures; opening/closing doors, or retrieving dropped items. Most service animals are dogs and can be of any breed or size. Accompanied by a physician's letter identifying necessity, a service animal is afforded access to all places the public is invited when accompanying their human partner (exception of restricted areas e.g., operating room, post anesthetic care unit). A service animal is not considered a "pet" because it is specially trained to help a person overcome the limitations of their disability. Refer to Service Animal Policy.

Support Persons:

A support person can be a family member, a friend or someone employed to assist an individual with a disability. If a person with a disability is accompanied by a support person, the hospital shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises with the exception of restricted areas (e.g., operating room, post anesthetic care unit). Refer to the Accessibility Policy for Support Persons.

Translation:

Translation means rendering written communication into another language or into Braille. ~ *See appendices 1*

Interpretation:

Interpretation means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language i.e., American Sign Language. All HSN Accessibility toolkits contains contact information. ~ *See appendices 1, 2,3*

PROCEDURE

In compliance with Ontario Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act, 2005, the Health Sciences North will produce an annual Accessibility Plan, to be developed by the HSN Accessibility Working Group in consultation with appropriate stakeholders. The Accessibility Plan will;

1. Identify barriers to persons with disabilities and set priorities for barrier removal.
2. Report on measures taken to consider the needs of persons with disabilities.
3. Outline the plan for the coming year.

COMMUNICATION/TRAINING

All HSN staff is trained as per regulation 429/07, Accessibility Standard for Customer Service.

Once the document is approved by the President & Chief Executive Officer, HSN will make the Accessibility Plan available to patients, families, employees and the community. The Accessibility Plan will also be posted on the hospital internet website.

STAKEHOLDERS

Accessibility Working Group	November 2012
Senior Management	December 2012
Clinical Management	January 2013
Posted to Internet	January 2013

References:

Accessibility for Ontarians with Disabilities Act 2005
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.mcass.gov.on.ca/en/mcass/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

Blind Person's Rights Act R.S., c.40, s.1
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90b07_e.htm

Appendices 1



Health Sciences North
Horizon Santé-Nord

ACCESSIBILITY **Important Telephone Numbers**

****MUST HAVE MANAGER APPROVAL FOR PURCHASED SERVICES****

✚ Sign Language Interpretation – Canadian Hearing Society (Weekdays)

TTY: 705-522-1090

Phone: 705-522-1020

1. Emergency Interpreter Service After-Hours at 1-866-256-5142 to locate the on-call interpreter.

✚ Sign Language Interpretation- OIS (after hours)

TTY: 1-866-831-4657

Phone: 1-866-256-5142

Email: OIS@answerplus.ca

✚ CNIB (note: Documents converted to Braille available)

303 York Street

Sudbury, ON P3E 2A5

phone: (705) 675-2468

ACCESSIBLE TRANSPORTATION

- Handi-transit - 705-670-2300 *note, client must be registered with them, and have a rider number.

Taxi Services

- Aaron Taxi - Lockerby area 705-523-333, all other areas 705-670-0000

- Lockerby Taxi 705-522-2222

- Barrydowne Taxi 705-560-3210 *note, when calling for a taxi, must specify that an accessible vehicle is required

If a patient or visitor brings forward Comments or Suggestions regarding accessibility, please e-mail them to: AccessibilityS&C@hsnsudbury.ca

LANGUAGE TRANSLATION ~ Courtesy information, non-accessible resource.

Laurentian International (Fee for Service)

Melissa Keeping (Director and person to contact)

705 675 1151 extension 1556#

mkeeping@laurentian.ca

Sudbury Multicultural Society (Fee for Service)

705 674-0795

Appendices 2



OIS Interpreting Services
At
Health Sciences North

Interpreter's Name: _____
Patient's Name: _____
Centre: _____
Date of Service: _____
Time of Arrival: _____

Hospital Representative: _____
Signature: _____
Department: _____
Doctor's Name: _____

Departure Time: _____
Patient's Signature: _____
Interpreter's Signature: _____