POLICY AND PROCEDURE MANUAL			
Chapter:	4	Policy Number:	4.24
Section:	EMPLOYMENT CONDITIONS	Approved Date:	NOV 29, 2016
Subject:	ACCESSIBILITY STANDARDS (AODA)	Effective Date:	NOV 29, 2016
		Approved By:	BOARD OF DIRECTORS
Issue to:	ALL SLFNHA EMPLOYEES	Last Amended:	

4.24 ACCESSIBILITY STANDARDS (AODA)

1. POLICY

The Sioux Lookout First Nations Health Authority (SLFNHA) is committed to creating a work culture that is inclusive of all individuals and ensures equal opportunity among its members to achieve success in their employment endeavors. The SLFNHA recognizes that successful employment outcomes are the result of a shared responsibility and commitment on the part of all employees and expects that everyone will advance the ongoing development of an environment that is accessible and inclusive, while actively working to identify, remove, and prevent barriers to persons with disabilities up to the point of undue hardship.

DEFINITIONS

Disability – "Disability" is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Ontario Human Rights Code, R. S. O. 1990, c. H.19 as follows:

- Any degree of physical disability, 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 impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

Accessibility - a concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political, and cultural aspects of society. The term is often linked to people with disabilities and their right to access, and refers to design characteristics of products, devices, information, services, facilities,

or public spaces that enable independent use, or support when required and access by people with a variety of disabilities.

Accessible **-** refers to products, devices, information, services, facilities or public spaces that provide for independent, equitable and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both "direct access" (i.e. unassisted) and "indirect access," referring to compatibility with a person's assistive technology.

Barrier – defined by the AODA as anything that prevents a person with a disability from fully participating in all aspects of society because of a person's disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

2. SCOPE

This policy applies to all SLFNHA employees and volunteers.

Any individual or third-party organization that provides goods, services, and facilities on behalf of the SLFNHA is also required to demonstrate compliance with the AODA.

3. PROCEDURE

Many of the situations' employees will encounter when delivering goods and services will be specific to the individual and the good or services sought. The following procedures will assist SLFNHA employees to provide services consistent with SLFNHA policy.

Communication with Person with Disabilities

When communicating with a person with a disability, SFLNHA will do so in a manner that considers the person's disability

Assistive Devices

A person with a disability may provide their own assistive device(s) for the purposes of obtaining, using, and benefiting from SLFNHA's goods and services that are made available to the public.

Service Animals

SLFNHA welcomes people with disabilities who are accompanied by a service animal on the parts of our premises open to the public. If a service animal is excluded by law from SLFNHA premises, SLFNHA will ensure that alternative means are available to enable the person with a disability to access SLFNHA's materials and services.

Support Persons

SLFNHA is committed to welcoming people with disabilities who are accompanied by a support person, providing the person meets and complies with the safety and security requirements of SLFNHA. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises. In the event that a fee is charged in relation to a support person's presence on SLFNHA premises or to attend a SLFNHA-sponsored event, advance notice of the fee will be provided.

Notice of Temporary Disruption

SLFNHA will make reasonable efforts to provide notice in the event of a planned or unexpected disruption to the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. SLFNHA will provide notice by posting information in visible places on our premises, on SLFNHA's website, or by any other means that may be reasonable under the circumstances.

Training for Staff

SLFNHA will provide training to all employees, volunteers, and others who engage with the public on their behalf, and all those who are involved in the development and approvals of customer (client, patient) service policies, practices, and procedures. Training will be provided as soon as practicable after an individual assumes responsibility related to the public and will include the following:

- The purposes of the AODA and the requirements of the Accessibility Standards for Customer Service;
- Information regarding SLFNHA policies, practices, and procedures related 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 and 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 SLFNHA.

The amount and format of training will be tailored to suit each person's interactions with the public or their involvement in the development of policies, procedures, and practices pertaining

to the provision of materials and services. Staff will also be trained on an ongoing basis when changes are made to these policies, procedures, and practices.

Feeback Process

Feedback is welcome as it encourages continuous service improvements. 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. Information about the feedback process is available to the public through SLFNHA's website.

Availability of documents required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, SLFNHA will work with the individual to determine options to provide the document, or the information contained in the document in a format that takes the individual's disability into account.

4. REFERENCES AND RELATED STATEMENTS

The Accessibility for Ontarians Disability Act, 2005 (AODA)

Accessibility Standards for Customer Service, AOIDA Ontario Regulation 42