

## **Accessibility for Ontarians with Disabilities**

### **1. POLICY STATEMENT:**

The purpose of this policy is to outline responsibilities of management, employees, volunteers and others who deal with the public or other third parties on behalf of Bayshore HealthCare, and its various divisions, in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

Bayshore strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Should an alternative form of this policy, multi-year accessibility plan or method in which to provide feedback and responses to feedback is required, we will work with the requestor to find an acceptable means of providing this information and feedback communication in a timely fashion at no charge to the requestor.

### **2. PURPOSE:**

This policy applies to all employees, volunteers and others who deal with the public or other third parties on Bayshore's behalf.

### **3. RESPONSIBILITY:**

Our responsibilities are demonstrated in the areas of:

#### **3.1 Communication**

We communicate with people with disabilities in ways that take into account their disability. We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

#### **3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is

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trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **3.4 Billing**

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### **3.5 Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Bayshore's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### **3.6 Notice of temporary disruption**

Bayshore provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### **3.7 Emergency Procedures**

In the event of an emergency local management shall enact their Emergency Response Plan. The local plan will incorporate aspects of communicating and assisting staff and visitors with self disclosed accessibility challenges.

Visitors to the facility in an emergency and as stated in the Visitor Sign in document are to advise the person they are visiting if they require assistance during an emergency to egress the facility.

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Staff members who require assistance during emergency situations are asked to voluntarily advise their manager of their requirements, at time of hire or when a requirement for assistance is known, to safely evacuate the facility. Individual plans are to be created, and copies of same are to be kept confidentially and will only be shared with consent to your branches area fire wardens and the Joint Health and Safety Committee.

## **4. PROCEDURE:**

### **4.1 Training for staff**

Bayshore provides training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats to all staff including managements, managers, supervisors, administrative staff and field staff, all full time and part time staff as well as all volunteers. Training is to be provided on an ongoing basis to address changes to legislation, and to reflect changes in our policy and multi-year accessibility plan.

Ensures that training is provided to each person according to his or her needs and duties and as soon as practicable after he or she is assigned to the applicable duties.

Ensure that a record of the dates on which training is provided and the number of individuals to whom it is provided and the content of the training program will be kept.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to learn about the use of various assistive devices or how to use equipment made available by organization to help people with disabilities to access goods and services
- What to do if a person with a disability is having difficulty in accessing Bayshore's goods and services
- Bayshore's policies, practices and procedures relating to the customer service standard.

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- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.
- Annual training may be requested by the Government Agencies, Services Providers, contractors or the local CCAC in connection with their policies, practices and procedures.

### 4.2 Feedback process

The ultimate goal of Bayshore is to meet and surpass customer expectations while serving customers with disabilities. Comments on our goods, services and facilities regarding how well those expectations are being met are welcome and appreciated. A Customer Service Feedback Form is available by e-mail at [accessibilityfeedback@bayshore.ca](mailto:accessibilityfeedback@bayshore.ca) or can be mailed, faxed or e-mailed by calling 1-800-668-9490 ext. 237 or in person by arranging an appointment. All feedback will be directed to the Human Resources Administrator at NSC. Customers can expect to hear back within ten business days. Feedback processes are accessible by providing or arranging for the provision of accessible formats and communication support upon request by any person.

### 4.3 Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities.

### 4.4 Ongoing Compliance

The roll out and adoption of the AODA legislation is a multiyear project. To ensure that this project is on track the province requires frequent progress reporting. To meet Bayshore's compliance requirements a schedule is attached, Schedule A – "*Multi Year Accessibility Plan*", outlining our ongoing compliance requirements till this process is fully enacted in 2025.

## 5. DEFINITIONS:

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

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

**Disability:**

- i) 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.
- ii) A condition of mental impairment or developmental disability.
- iii) A learning disability, or dysfunctional in one or more of the processes involved in understanding or using symbols or spoken language.
- iv) A mental disorder
- v) An injury or disability for which benefits were claimed or received under insurance plan established under *Workplace Safety and Insurance Act, 1997*.

**Service Animal:** An animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person:** In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 6. SUPPORTING DOCUMENTS:

AODA Customer Service Feedback Form

AODA PowerPoint Presentation

AODA Handout/Mailout

## 7. REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005; ServiceOntario e-laws;

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

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About the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

<http://www.mcsc.gov.on.ca/documents/en/mcsc/publications/accessibility/AboutAODAWeb20080311EN.pdf>

Ontario Regulation 429/07

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Schedule A:



## **Accessibility for Ontarians with Disabilities**

### **Multi Year Accessibility Plan**

The Bayshore Multi Year Accessibility Plan is a tailored approach to our overall compliance with the Accessibility for Ontarians with Disabilities Act ("Act"). Our plan will be reviewed annually with our policy to ensure that it is current with our requirements of this Act. A copy of this plan and our policy shall be posted on our internet web site for internal and external review.

### **Plan Schedule**

#### **As of January 1, 2012**

Requirements provide accessible customer service, including:

- training your staff to serve all customers who have disabilities
- welcoming service animals and support persons
- having an accessibility policy in place so employees and customers can know what to expect
- make your emergency and public safety information accessible upon request (e.g., evacuation plans or brochures)
- provide customized emergency information to your employees who have disabilities, upon request

Report compliance by **December 31, 2012**.

#### **As of January 1, 2014**

File a second accessibility compliance report by **December 31, 2014**.

- have accessibility policies to help you achieve your accessibility goals, and tell your employees and customers about them
- have a multi-year accessibility plan that outlines what you will do to meet your accessibility requirements now, and in the future, and put it on your website
- consider accessibility when purchasing or designing self-service kiosks
- make old websites you significantly update, new websites and new web content you create are accessible

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By January 1, 2015

- [train your staff on Ontario's accessibility laws](#)
- ensure surveys, comment cards or other [feedback processes](#) (PDF) accessible upon request

By January 1, 2016

- make your public information accessible upon request
- make your employment practices more accessible such as how you hire, retain and provide career development opportunities to all your employees

By January 1, 2017

Make new or redeveloped public spaces listed below accessible

- outdoor public use eating areas (e.g., rest stops and picnic areas)
- exterior paths of travel (e.g., sidewalks and curb ramps)
- parking lots
- service counters, fixed queuing guides and waiting areas with fixed seating
- maintain the accessible elements of your public spaces
- file an accessibility compliance report online by December 31, 2017

By January 1, 2020

File an accessibility compliance report online by December 31, 2020.

By January 1, 2021

Make all websites and web content accessible.

By January 1, 2023

File an accessibility compliance report online by December 31, 2023.

By January 1, 2025

Ontario is an accessible province.

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