POLICY

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Purpose:

To demonstrate Providence Care’s commitment to creating an accessible environment.

Keywords: accessibility, special needs, handicapped, disability support

Policy Statement:

The Accessibility for Ontarians with Disabilities Act (the “AODA” or the “Act”) addresses a history of discrimination of individuals with disabilities by ensuring that individuals with disabilities have equal access to goods, services, facilities, accommodations, buildings, structures and premises. The Act requires that Ontario be accessible to individuals with disabilities by 2025. The following five key areas of the related standards were developed with involvement of Ontarians with disabilities and are phased in over a twenty (20) year period:

- Built Environment
- Customer Service
- Transportation
- Information and Communications
- Employment
At the core of our Mission, Providence Care is committed to enhancing the quality of life of each person. We believe in the intrinsic worth of everyone - our clients, staff, volunteers and visitors to our facilities. Providence Care is dedicated to fostering a supportive environment for those with disabilities. We are committed to providing service in a manner that respects the dignity and independence of persons with disabilities. This means more than just meeting our legal obligations through policies and procedures; it means that we strive to meet the unique needs of each person, each and every day.

The Providence Care Multi-Year Accessibility Plan provides an overview of our how we create an accessible environment, our current and future actions and our organizational practices associated to each accessibility standard. Staff are expected to familiarize themselves with the Multi-Year Accessibility Plan and comply with the standards outlined therein.

Policy Statement Only

Definitions (applicable to this policy and its associated Multi-Year Accessibility Plan):

Accessibility Standard

An accessibility standard sets out the 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, and for the prevention of the erection of such barriers.

Barrier

Barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Clients

Clients includes patients, clients, residents.

Disability

Disability means:

- 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 coordination, 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 the Worker Safety and Insurance Act, 1997.

Guide Dog

A guide dog is a dog trained as a guide for a blind person.

Interpretation

Interpretation means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language, e.g. American Sign Language.

Personal Assistive Devices

Personal Assistive Devices are used by people with disabilities. They include a broad range of products such as wheelchairs, walkers, white canes, oxygen tanks, portable communication boards, and electronic communication devices.

Translation

Translation means rendering written communication into another language or into Braille.

Wayfinding

In the context of architecture, the term wayfinding refers to the user experience of orientation and path selection within the built environment, and it also refers to the set of architectural and/or design elements that aid orientation.

Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

Support Person

▪ A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to goods or services.

▪ A support person provides personal care needs including, but not limited to, assistance with eating or using the washroom, and medical needs, including but not limited to, monitoring the person with a disability’s health condition, providing injections, and providing support with someone has moderate to severe seizures.

▪ A support person can be a paid personal support worker, volunteer, friend, or family member. He or she does not necessarily need to have special training or qualifications.
References:

Ontarians with Disability Act, 2001

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 191/11 Integrated Accessibility Standard

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Accessibility in the Ontario Public Service: Leading the Way Forward, January 1, 2012

Accessibility at Algonquin College, Annual Report 2010-2011

Blind Persons’ Rights Act. R.S., c. 40, s. 1

Breaking Barriers Together, AccessON

Cambridge Memorial Hospital #1-05-20 ‘Accessibility – Personal Assistive Devices’

Canadian Hearing Society, Ontario Interpreter Services

Central Eastern Ontario Translation and Interpretation Services


University Health Network Administrative Policy and Procedure 1.80.005 ‘Wayfinding Signage’

Related Policies:

Providence Care Administrative Manual Policy and Procedure #ADM-HS-53 ‘Scent Safe: Awareness and Reduction of Scent in the Workplace’

Providence Care Administrative Manual Policy and Procedure #ADM-QRM-1 ‘Incident Reporting and Management’

Providence Care Clinical Practice Manual Policy and Procedure #CLIN-PP-24 ‘Compliments and Complaints’

Providence Manor Care Delivery Policy and Procedure #CARE-RC-11 ‘Compliments and Complaints’