

<b>POLICY</b>	<b>Manual:</b> Administrative	<b>Section:</b> Admin	<b>Code No.:</b> A A011	<b>Old Code No.:</b>
<b>Title:</b> Accessibility for Individuals with Disabilities			<b>Original Effective Date:</b> Jan 22, 2010	
			<b>Review/Revised Effective Date:</b> Mar 03, 2010	
			<b>Next Review Date:</b> Mar 01, 2011	
<b>Cross Index:</b> A A012	<b>Authoring Committee/Program/Dept:</b> Accessibility Workgroup		<b>Approved By:</b> AMC	

Southlake Regional Health Centre commits to providing barrier free access to its environments, programs, and services.

Based on the requirements within the Accessibility for Ontarians with Disabilities Act (AODA), 2005, Southlake:

1. Establishes an annual accessibility plan that describes the measures to identify, remove and prevent barriers to persons with disabilities.
2. Ensures that documents and practices to comply with the AODA and its standards and regulations include but are not limited to:
  - a. Customer Service (active as of January 1, 2010)
  - b. Transportation (pending publication of regulation)
  - c. Built Environment (pending publication of regulation)
  - d. Information and Communications (pending publication of regulation)
  - e. Employment (pending publication of regulation)

Concerns or questions regarding accessibility should be referred to Patients Relations at (905)895-4521 x2290 or other appropriate personnel as defined in the Customer Feedback policy and Customer Feedback procedure.

All policies, procedures and plans for providing accessible service are published on the Southlake website and are available to customers upon request. When providing these documents to a person with a disability, the information will be provided in a format that takes into account the person's disability.

**Definitions:**

The AODA provides the following definitions:

*Disability:*

- a. 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,
- b. a condition of mental impairment
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or,
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap")

*Barrier:*

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 information or communications barrier, an attitudinal barrier, a technological barrier, policy or a practice; ("obstacle").

**Confidentiality**

Persons with disabilities have a right to privacy and Southlake has a responsibility to keep their personal health information confidential, ensuring that it is not disclosed or made accessible to others, including support persons, unless authorized.

**References:**

- Accessibility for Ontarians with Disabilities Act\_(AODA)
- Ontario Human Rights Code (OHRC)