

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\
Date of Issue:	17/03/2023
Policy Sponsor:	Kerry Pond, VP
Next Revision:	16/03/2026

## CONTENTS

*(Ctrl + click on links below to go directly to each section)*

- [1. Purpose and Application](#)
- [2. Statement of Organizational Commitment](#)
- [3. Policy](#)
- [4. Training and Education](#)
- [5. Responsibility](#)
- [6. Approved By](#)
- [7. Supercedes](#)

### 1. PURPOSE AND APPLICATION

The purpose of this policy is to promote patient and family-centred care to persons with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

All employees, professional staff, volunteers, students/learners, independent and external contract workers, and all individuals who represent Trillium Health Partners (“the Hospital”) and interact with the public are bound by this Policy (referred to as “Individuals” in this policy).

### 2. STATEMENT OF ORGANIZATIONAL COMMITMENT

The Hospital is focused on delivering the best possible health outcomes and an exceptional patient experience through high quality, more accessible and efficient care. Our vision for an exceptional experience for patients and their families is an inter-connected system of care that is easier to navigate and addresses the unique needs of our community. In order to achieve this vision, we must eliminate barriers that limit equitable and accessible care for our patients and their families.

Implementation of this policy will be guided by the following statements of organizational commitment.

- **Trillium Health Partners** is committed to providing safe and excellent care to all individuals, including people with disabilities. All policies and processes we put in place with respect to accessibility will be consistent with this goal.
- **Trillium Health Partners** is committed to fostering a safe, healthy, positive, and inclusive environment that respects the personal worth, dignity, diversity and unique needs of each individual. We are committed to treating people with disabilities in a way

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

that allows them to maintain their dignity and independence and that fosters equality of opportunity.

- **Trillium Health Partners** is committed to ensuring equal and timely access and participation for people with disabilities. We will do so by removing and preventing barriers to accessibility, including through our Multi-Year Accessibility Plans and operational processes, and by meeting our accessibility requirements under AODA and all relevant accessibility laws and regulation.
- **Trillium Health Partners** is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
- **Trillium Health Partners** recognizes that information about a disability is personal and private and commits to treating that information with confidentiality.

### 3. POLICY

#### 3.1 Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used on a case-by-case basis to ensure the person with a disability can access our services or facilities.

The Hospital ensures that staff are trained and familiar with various assistive devices on site or that may be used by customers with disabilities while accessing our services or facilities.

#### 3.2 Communication

The Hospital will use a variety of formats as required to support information dissemination and dialogue with persons with disabilities.

A list of available formats and supports will be posted on the Hospital's website. These may include, but are not limited to, large print, email, simplified summaries, illustrations, verbal communication, and American Sign Language Interpretation. Staff can request the support of an American Sign Language (ASL) Interpreter by contacting the Hospital's Language Services at 905-813-1100 ext. 3064, or [interpreters@thp.ca](mailto:interpreters@thp.ca). Accessible formats and communication supports will be determined in consultation with the individual to ensure they are suitable.

The Hospital will provide the accessible format in a timely manner and, at no additional cost. If information or communications are unconvertible, the requestor will be provided with an

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

explanation as to why the information or communications are unconvertible and a summary of the information or communications.

The Hospital will ensure that its internet and intranet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. Information on emergency procedures and codes is available on the website. Where required, other accessible formats will be used to ensure this information is effectively communicated. For more information on how to access these services please contact Communications and Public Affairs at 905-848-7538 or at [Public.Affairs@thp.ca](mailto:Public.Affairs@thp.ca).

### 3.3 Service Animals

The Hospital welcomes people with disabilities and their service animals. Service animals are allowed on those parts of the premises that are open to the public and third parties.

When a service animal cannot be readily be identified as such, Hospital staff may ask for documentation from a regulated health professional or the Ministry of the Attorney General confirming the person needs the service animal for reasons relating to their disability.

For this purpose, a regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Types of service animals include, but are not limited to:

- Hearing Dog: trained to alert a person with severe hearing loss/deaf when a sound occurs.
- Service or Mobility Dog: trained to enhance life mitigate disability e.g. open doors, ring doorbell, activate elevator, steady while walking, carry objects, pull wheelchair, etc.

When a person requires a service animal, every effort will be made to accommodate and ensure that the surroundings will allow the person to effectively maintain their relationship with the animal. If this is not possible due to health, safety or infectious disease concerns, a mutually agreed upon location for the animal may be identified for a limited time. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the service animal.

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

If a service animals are prohibited or cannot be accommodated as a result of health or safety concerns, the Hospital will explain why the animal is excluded and discuss with the individual other alternatives for accessing the service.

### 3.4 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Hospital premises unless it becomes a health or safety risk. In this instance, other provisions will be made to ensure that the individual receives the assistance otherwise provided by the support person. In some cases, it may be necessary to seek the consent of the person with the disability prior to discussing confidential information in front of the support person.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

Before making a decision, the Hospital will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence;
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

### 3.5 Notice of Temporary Disruption

The Hospital is aware that the operation of its services and facilities is important to the public. However, temporary disruptions at its facilities and services may occur due to reasons that may or may not be within its control or knowledge.

It is recognized that these disruptions could impede the ability of individuals with disabilities to access the Hospital and its services. Therefore, the Hospital will make reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. The notice will be made available by posting the information on the premises and/or on the Hospital's website or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, advance notice will not be possible. In such cases, the Hospital will provide notice as soon as possible.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

### 3.6 Feedback Process

The Hospital welcomes input on its services from patients, families, visitors, employees, professional staff, volunteers, contractors and any other people who interact with the public on behalf of the Hospital as part of its commitment to the continuous improvement of patient care. The Hospital has a process for receiving and responding to feedback and it is accessible to persons with disabilities upon request. Feedback is used to enable the identification of barriers and responses to concerns.

A patient or visitor who wants to provide feedback should submit it in person, in writing, by email or telephone.

Feedback should be directed to:

Patient Relations

905-848-7164

[Patient.Relations@thp.ca](mailto:Patient.Relations@thp.ca)

All feedback, including complaints received through the Patient Relations office dealing with the accessibility of Hospital services is addressed through action and also collected and provided to the department accountable for setting the annual accessibility plan for review and inclusion as part of that process.

Hospital staff, professional staff, learners, volunteers and contractors can share feedback on any concerns related to accessibility with their leaders and also with the Human Resources team as it relates to employee accommodations processes.

Individuals who provide feedback on accessibility can expect to hear back from the Hospital as soon as practicable.

The Hospital ensures the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### 3.7 Employment

The Hospital notifies all employees, job applicants and the public that accommodations can be made during recruitment and hiring. When job applicants are individually selected to participate in an assessment or selection process, they are notified that accommodations are available upon request. The Hospital will consult with the applicants and provide or arrange for suitable accommodation.

The Hospital notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment. The Hospital ensures that work is safe and suitable for staff and that any required accommodations can be supported prior to the employee starting. The Hospital provides updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

When arranging for the provision of suitable accommodation, employees are consulted with in a manner that takes into account the accessibility needs due to disability. This includes determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Where needed, employees will receive customized emergency information to help during an emergency. With the employee's consent, workplace emergency information will be provided to a designated person who is providing assistance to that employee during an emergency.

This information is provided as soon as practicable after the need for accommodation due to the employee's disability is identified.

Individualized workplace emergency response information will be reviewed:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the Hospital's general emergency response policies are reviewed.

Individual accommodation plans for employees are developed according to a documented process. Individual accommodation plans for persons with disabilities will be developed and documented in consultation with the unit/service manager, Human Resources and/or Occupational Health and Safety.

Accommodation plans will outline accommodation that is to be provided including information regarding accessible formats and communications supports, and if required, individualized workplace emergency response information.

Employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work will follow a documented process to do so. Performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

### 3.8 Design of Public Spaces

The Hospital will meet accessibility laws when building or making major changes to public spaces. Public spaces include outdoor public rest areas; accessible parking; service-related elements like fixed queueing lines and waiting lines; and publicly accessible garden areas. The Hospital puts procedures in place to minimize service disruptions to publicly accessible spaces. In the event that a service disruption is required, notification of the service disruption is provided and alternatives made available (if applicable).

### 3.9 Transportation

The Hospital meets all applicable accessibility laws when making transportation services accessible. Accessible transportation services include a free accessible shuttle bus service for patients, visitors and staff, between the Mississauga Hospital and Queensway Health Centre, with an additional stop at the PCL Building 2085 Hurontario Street, and between

**Trillium Health Partners – Policies & Procedures**

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

the Mississauga Hospital and Credit Valley Hospital. The scheduled service runs Monday to Friday 7:30 a.m. to 5 p.m.

**3.10 Procurement**

The Hospital incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks. If it is not possible and practical to do so, an explanation will be provided upon request.

**4. TRAINING AND EDUCATION**

The Hospital trains all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. This includes all individuals who participate in developing the Hospital’s policies and all persons who provide goods, services or facilities on behalf of the Hospital.

Training is provided as soon as practicable after hiring and in respect of any changes to the policy. Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- Our policies related to the Customer Service Standards.
- 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 use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include, but are not limited to: Wheelchairs, mobility devices, reading machines, recording machines, hearing devices and devices for grasping. The ongoing use of assistive devices will be evaluated at the time of treatment/service with due regard to patient safety.
- What to do if a person with a disability is having difficulty in accessing our organization’s goods, services or facilities.

The Hospital maintains records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

**5. RESPONSIBILITY**

Type of Policy	Policy Sponsor	Endorsing Authority	Approval Authority
<b>Corporate administrative policies</b>	Vice President, People Services & Chief Human Resources Officer	Director, Human Resources Services	Hospital Operations – Enterprise Committee (HOPS-E)

## Trillium Health Partners – Policies & Procedures

Title:	Accessibility - POL-PRO INT
Folder Name:	Management System\Trillium Health Partners\Corporate Policies and Procedures\Human Resources\Policies\Integrated\

The VP, Corporate Strategy and Communications is responsible for ensuring that:

- An accessibility plan and strategy is in place to address barriers and ensure alignment and integration in the improvement initiatives;
- An annual report on accessibility is completed and publicly posted in alignment with AODA requirements;
- Accessibility planning is carried out based on engagement and feedback from persons with disabilities.

### 6. APPROVED BY

2023/01/23      Hospital Operations - Enterprise Committee (HOPS-E)

### 7. SUPERCEDES

2018/03/08      Accessibility - POL-PRO INT (Document ID 29862)