

KINGSTON GENERAL HOSPITAL

ADMINISTRATIVE POLICY MANUAL

Subject: Accessibility

Number: 06-043

Prepared/Reviewed by: Accessibility Advisory Committee
Operations Committee

Page: 1 of 2
Original Issue: 2007.01
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Preamble

Kingston General Hospital (KGH) is committed to applying our five guiding principles – respect, engagement, accountability, transparency and value for money in everything we do. These principles are reflected in our behaviours and actions and in creating an environment that promotes cultural diversity and inclusiveness to access for everyone who comes to KGH. To support these principles, the Hospital strives for adherence to regulations and standards as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. In accordance with the prescribed implementation schedule, KGH will ensure compliance of all requirements of the AODA Accessible Standards for Customer Service and the Integrated Accessibility Standards Regulations.

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 or a developmental disability,
- (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”)

*Reference: *Accessibility for Ontarians with Disabilities Act, 2005*

Persons: Includes the Board of Directors and officers of the hospital, credentialed appointed staff, employees, management, contracted services, and people who do business at and on the premises of the hospital.

Policy

1. Kingston General Hospital supports the rights of all persons to access, participate in and utilize our services. This policy applies to all KGH employees, volunteers, credentialed appointed staff and any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of KGH in accordance with the AODA legislation. As such the Hospital is committed to:
 - 1.1. ensuring that people with disabilities have the same opportunity to access Hospital services;

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- 1.2. treating all persons with dignity and respect. Supports will be consistent with the core tenets of independence, dignity, integration and equality of opportunity;
- 1.3. adhering to the Human Rights Code;
- 1.4. the continual improvement of access to facilities, programs, and services for patients and their family members/guests, staff, healthcare practitioners, volunteers and members of the community;
- 1.5. consulting with persons with disabilities in the development and review of its annual accessibility plans;
- 1.6. ensuring hospital by-laws and policies are consistent with the principles of accessibility;
- 1.7. supporting and consulting the Accessibility Advisory Committee of the Hospital;
- 1.8. procuring goods, services, facilities and self-service kiosks that incorporate accessibility criteria and features, except where it is not practicable to do so. If it is not practicable to do so, incorporate, the hospital shall provide an explanation, upon request;
- 1.9. maintaining the Accessibility policy on the KGH public website and the KGH Intranet site. The policy will be provided to individuals upon request in alternate formats;
- 1.10. incorporating inclusionary practice when designing, redesigning or renovating facilities;
- 1.11. developing and maintaining a multi-year accessibility plan. The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities and include a process to consult with persons with disabilities;
- 1.12. providing accessibility training for every employee who interacts with members of the public or third parties and every person who participates in developing the policies, practices and procedures governing the provision of goods or services to members of the public or third parties.

References

- Accessibility for Ontarians with Disabilities Act (AODA) 2005, S.O. 2005, c. 11.
- Accessibility Standards for Customer Service, (AODA) 2008 O.Reg. 429/07
- Integrated Accessibility Standards, (AODA) 2011 O. Reg. 191/11
- Guide to the Accessibility Standards for Customer Services, Ontario Regulation 429/07
- Human Rights Code, R.S.O. 1990, c. H. 19

Authorizing Signature

Leslee E. Thompson
President and Chief Executive Officer