

LAKE OF THE WOODS DISTRICT HOSPITAL	Department Manual: Administration	Page 1 of 2
	Section: Environment - Safety	Original Creation Date: May 2013
POLICY - Accessibility - Customer Service Standards General Requirements		Current Approval/Revision Date: May 2013 Revised Jan 17, 2022

Statement of Commitment:

The Lake of the Woods District Hospital (LWDH) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility Policies (3.1)

The LWDH will develop, implement and maintain policies governing how the LWDH achieves or will achieve accessibility through meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility Plans (4.1)

The LWDH will establish, implement, maintain and document a multi-year accessibility plan, which outlines the LWDH's strategy to prevent and remove barriers and meet its requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

The LWDH will post the accessibility plan on the LWDH website, and provide the plan in an accessible format upon request.

The LWDH will review and update the accessibility plan annually.

The LWDH will establish, review and update the accessibility plan in consultation with persons with disabilities and with the established accessibility advisory committee.

Procuring or acquiring goods, services or facilities (5.1)

The LWDH will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If The LWDH determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.

Self-service kiosks (6.1)

The LWDH will incorporate accessibility features and shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

("kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both- ie parking pay station).

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Training (7.1)

The LWDH will ensure that training is provided, as soon as practicable and ongoing with respect to any changes to the Accessibility policies, on the requirements of the accessibility standards referred to under the Accessibility for Ontarians with Disabilities Act, 2005 and in the *Human Rights Code* as it pertains to persons with disabilities to:

- (a) all employees, and volunteers;
- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

The accessibility training provided shall be appropriate to the duties of the employees, volunteers and other persons.

The LWDH will keep a record of the accessibility training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.