

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

Feedback and Accessible formats and communication supports (11.1 and 12.1)

The LWDH will provide or arrange for the provision of suitable, accessible formats and communications supports for persons with disabilities, upon request and in consultation:

- (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and
- (b) at a cost that is no more than the regular cost charged to other persons

The LWDH will notify the public about the availability of accessible formats and communication supports.

Emergency procedure, plans or public safety information (13.1)

The LWDH will provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible websites and web content (14.1)

The LWDH internet and intranet websites and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.