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Accessible Information and Communications Policy (AODA)		Last Review Date 2025-05-26

A printed copy of this document may not reflect the current electronic version on the LWDH Intranet.

APPENDICES Yes No

PREAMBLE/PURPOSE

Lake of the Woods District Hospital provides accessible information and communications for persons with disabilities, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations. This policy sets out the standards for providing accessible information and communications.


Statement of Commitment

Lake of the Woods District Hospital is committed to providing an accessible environment for all clients, employees, professional staff, students, learners, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The organization ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

Communication supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

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Guidelines

Lake of the Woods District Hospital strives to provide information and communications to all in a format or manner that meets their needs. The organization provides or arranges for the provision of accessible formats and communication supports for persons with disabilities upon request. This includes but is not limited to our feedback process and all publicly available safety and emergency information, such as evacuation procedures and floor plans. The organization also ensures that our website and web content meet the standards required by the *Integrated Accessibility Standards Regulation* to enable accessible information and communications online.

The public is informed of the availability of accessible formats and communication supports by signage posted at all service desks, internal and external websites, and social media. Requests for accessible formats or communication supports should be submitted to the LWDH Administration Department via email at admin@lwdh.on.ca. The organization consults with the individual making the request and helps them complete the Lake of the Woods District Hospital's *Accessible Format and Communication Support Request Form*, to ensure a suitable format or communication support is provided. Accessible formats and communication supports are provided in a timely manner and at a cost no more than the original format.

Exceptions

These standards do not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control through a contractual relationship.

Unconvertible Information or Communications

Information or communications are classified as unconvertible where it is not technically practicable to convert them, or the technology required to make the conversion is not readily available. If Lake of the Woods District Hospital determines that information or communications are unconvertible, the organization provides the individual who made the request with an explanation as to why and a summary of the information or communications.