	<b>Department:</b>  <b>Human Resources</b>	<b>Page 1 of 3</b>
		<b>Original Creation Date:</b> <b>2023-10-31 3:30:00 PM</b>
<b>Categories: Policy, Guideline</b>		<b>Approval Date:</b> <b>2025-05-26</b>
<b>Accessible Transportation Policy (AODA)</b>		<b>Last Review Date</b> <b>2025-05-26</b>

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 is committed to providing, or facilitating, accessible transportation services in accordance with the *Integrated Accessibility Standards Regulation*. This policy outlines the organization's standards and procedures for providing such services, in addition to the hospital's accessibility plan.

## **Statement of Commitment**


Lake of the Woods District Hospital is committed to providing an accessible environment for all clients, employees, 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. LWDH 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.

## **GUIDELINES**

If requested and as part of an established treatment program requiring transportation, Lake of the Woods District Hospital (LWDH) will provide accessible transportation services in compliance with the applicable requirements of the *Integrated Accessible Standards Regulations (IASR)* to individuals with disabilities who are eligible to use the services.

If a transportation vehicle is not accessible to people with disabilities, the LWDH will provide an equivalent service to accommodate the needs of individuals with disabilities. (Equivalent service, by definition, is that the transportation service is of similar quality to that provided to others using the LWDH's transportation services.)

## **Accessibility Training**

 Lake of the Woods District Hospital	<b>Department:</b>  <b>Human Resources</b>	<b>Page 2 of 3</b>
		<b>Original Creation Date:</b> <b>2023-10-31 3:30:00 PM</b>
<b>Categories: Policy, Guideline</b>		<b>Approval Date:</b> <b>2025-05-26</b>
<b>Accessible Transportation Policy (AODA)</b>		<b>Last Review Date</b> <b>2025-05-26</b>

Lake of the Woods District Hospital will provide all employees and volunteers with accessibility training. Training will address:

- Features of and the safe use of hospital accessibility equipment.
- Acceptable modifications to procedures where required due to a temporary barrier or the failure of accessibility equipment; and
- Emergency preparedness and response procedures specifically for the safety of persons with disabilities.

LWDH will maintain training records, including the dates training was provided and the number of people trained.

### **Emergency Preparedness and Response Policies**

Lake of the Woods District Hospital will establish, implement, maintain, and document emergency preparedness and response policies that account for the needs of individuals with disabilities who use our transportation services. These policies will be made available to the public via the LWDH public website, [www.lwdh.on.ca](http://www.lwdh.on.ca), and provided in an accessible format upon request.

### **General Requirements**


In pursuit of providing accessible transportation, Lake of the Woods District Hospital will:

- Deploy any lifting devices, ramps, or portable bridge plates upon request of an individual with a disability;
- Provide adequate time for individuals with disabilities to board, be secured, and exit the vehicle;
- Provide support to individuals with disabilities to board, be secured, or exit the vehicle upon request;
- Assist with the storage of mobility aids or devices used by individuals with disabilities; and
- Allow passengers with a disability to travel with a medical aid.

Information pertaining to the above will be provided in an accessible format upon request.

### **Alternative Accessible Method of Transportation**

Where practical, Lake of the Woods District Hospital will provide an alternative accessible method of transportation to a passenger with a disability who cannot use conventional transportation services due to their disability.

 Lake of the Woods District Hospital	<b>Department:</b>  <b>Human Resources</b>	<b>Page 3 of 3</b>
		<b>Original Creation Date:</b> <b>2023-10-31 3:30:00 PM</b>
<b>Categories: Policy, GuidelinePolicy, Guideline</b>		<b>Approval Date:</b> <b>2025-05-26</b>
<b>Accessible Transportation Policy (AODA)</b>		<b>Last Review Date</b> <b>2025-05-26</b>

### Fares

Lake of the Woods District Hospital will ensure that alternate fare payment options are available to passengers with disabilities, and that passengers with disabilities are not charged a higher fare to use transportation services. The organization will not charge a fare to a support person who is accompanying a person with a disability who requires a support person. Individuals with a disability who require a support person are responsible for demonstrating the need for a support person to accompany them.