




## POLICY

<b>SECTION:</b>	<b>Accessibility</b>	<b>NUMBER:</b>	<b>ACC 01</b>
<b>APPROVED:</b>	<b>Chief Executive Officer</b>	<b>ORIGINAL:</b>	<b>May 2005</b>
		<b>REVIEWED/REVISED:</b>	<b>December 2014</b>

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## STATEMENT OF COMMITMENT

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Nipigon District Memorial Hospital supports the inclusion of persons with disabilities, whether clients or employees, as set out in the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act, (AODA) 2005.

### DEFINITION

- Disability -
- Any degree of physical 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
  - A condition of mental impairment or a developmental disability
  - A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
  - A mental disorder, or
  - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. (Ontario Human Rights Code 10(1), 1990).

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to Nipigon Hospital:

- Customer Service Standard
- Integrated Accessibility Standards Regulation
- Information and Communications Standard
- Employment Standard

### TO OUR CLIENTS

At Nipigon Hospital, we are committed to *integrating* our health care services in a way that respects the *dignity* and *independence* of persons with disabilities. Our commitment will ensure

that persons with disabilities are provided with an *equal opportunity* to benefit from the same health care services, in the same place, and in a similar way as other clients in a timely manner.

## TO OUR EMPLOYEES

At Nipigon Hospital, we are committed to the successful recruitment and *integration* of the disabled employee. Our commitment will ensure that employees with disabilities are provided with an *equal opportunity* through job accommodation in order to respect their *dignity* and *independence* as a valued employee.

## ACCESSIBLE FORMATS

We are removing barriers with human communication support and technology to ensure information and communication is accessible to our patients, residents and employees. Our information and communication shall be delivered in plain language.

When a request is made for information in an alternate format or for human communication support by a patient/resident or an employee, the Hospital will consult with the person making the request in order to ensure that the format or support is achievable for the Hospital and appropriate for the person in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Our alternate formats and supports include:

- reading written information to a person directly, in plain language
- large print
- handwritten notes instead of spoken words
- information written in plain language
- screen reader software