

ADMINISTRATION

Accessibility Policy	Section: Public Relations
Effective Date: January 1, 2013	Original Date:

Related Documents: Multi-year Accessibility Plan (2013-2017)

Policy:

Headwaters Health Care Centre (HHCC) supports the rights of all persons to access, participate in and utilize its services, programs, goods and facilities. By fostering a caring environment of respect, diversity, and dignity for **all** HHCC is committed to the following:

- a) The continual improvement of access to services, programs, goods, and facilities, for patients, families, staff, health care providers, volunteers and members of the community.
- b) Ensuring hospital by-laws and policies are consistent with the principles and requirements of accessibility. HHCC will comply with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. HHCC combines all of the requirements of the AODA Accessible Standards for Customer Service Regulation with the requirements of the AODA Integrated Accessibility Standards Regulation (IASR) in the creation of this policy.
- c) Producing a multi-year Accessibility Plan, in consultation with persons with disabilities. The plan will be posted on HHCC's internal and external websites and shall be made available in an accessible format and with communication supports, upon request. Progress on the report will be provided on the schedule determined by the AODA legislation. The plan and subsequent progress reports will be approved by Senior Management.
- d) Documentation that describes this policy and each of its requirements will be maintained on HHCC's website and provided to individuals upon request in the appropriate format or with communication support.
- e) Procuring goods, services, self-service kiosks or facilities that incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, HHCC will provide an explanation, upon request.
- f) Establishing an Accessibility Working Group.
- g) The participation of people with disabilities in the development and review of its accessibility plans.

Approval Date	Approval Body	Approval Signature:
	Senior Management Team	
		[mm/yy]