



RED LAKE MARGARET COCHENOUR MEMORIAL HOSPITAL

-STATEMENT OF POLICY AND PROCEDURE-

**SUBJECT: ACCESSIBLE COMMUNICATION &
CUSTOMER FEEDBACK**

DOC. ID#: ADM-AODA-IAS-06

MANUAL: ADMINISTRATION

ORIGINAL DATE:

CATEGORY: INTEGRATED ACCESSIBILITY STANDARD

*LAST REVISION DATE: SEE ELECTRONIC
COPY.*

DEVELOPED BY: DQR

APPROVED BY: CEO

*NEXT REVISION DATE: SEE ELECTRONIC
COPY.*

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1. PURPOSE:

This policy is intended to meet the requirements for feedback and communication in the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standard 191/11 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

The Integrated Accessibility Standard requires that providers set up a feedback process so that anyone can comment on the provision of goods or services to people with disabilities. Information on the process must be readily available to the public.

2. POLICY STATEMENT:

This policy establishes the accessibility standards for communication with persons with disabilities for the Red Lake Margaret Cochenour Memorial Hospital, in accordance with Ontario Regulation 191/11 and applies to all employees of the organization's agents, volunteers, and contracted service staff.

People with disabilities will be given equal opportunity, to obtain, use, provide feedback or benefit from the services provided by and on behalf of Red Lake Margaret Cochenour Memorial Hospital. Services will be provided to people with disabilities in a way that respects their dignity and independence.

Communication is a process of providing, sending, receiving and understanding information. Information is often shared in written, spoken or picture form.

In an effort to continually improve the provision of Red Lake Margaret Cochenour Memorial Hospital's (RLMCMH) services to persons with disabilities, feedback from the public is encouraged and welcomed. The Hospital shall ensure the feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).

3. SCOPE:

This policy applies to ALL Red Lake Margaret Cochenour Memorial Hospital's Employees, Board Members, students, volunteers, contractors and affiliates.

4. PROCEDURE:

4.1. General Communication

When accessible formats and communication supports are requested they will be provided:

- 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.

To help make communication easier to understand for people with certain types of disabilities plain language will be utilized wherever possible.

If the person with disabilities does not find the information they are looking for or requires the information in another format, contact the departmental manager who will determine what is required and will work with the individual to meet their needs. Communication can be made accessible by offering the information in a different format i.e. the information can be provided electronically, verbally or written in large font.

The Red Lake Margaret Cochenour Memorial Hospital will provide its' website in a format that is accessible to persons with disabilities unless it is not technically feasible to do so. The website will use a preset font type and size for optimal layout but in all cases the font and size is determined by users to meet their specific needs. By January 1, 2021, the Hospital internet websites and web content must conform with WCAG 2.0 Level AA.

4.2 Customer Feedback

- All feedback should be directed to the Director of Quality and Risk (DQR), who is the Accessibility Coordinator.
- Feedback may be provided in person, in writing, by e-mail, telephone, or by another method agreed upon by both parties.
- People with disabilities can send feedback by email to: accessibility@redlakehospital.ca
- Information on the feedback process will be readily available to the public through postings on the premises, the RLMCMH's website and other appropriate locations.

5. RESOURCES / REFERENCES:

Integrated Accessibility Standard, Reg. 191/11

<https://www.ontario.ca/laws/regulation/110191?search=accessibility#BK155>

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Integrated Accessibility Standard

<https://www.ontario.ca/laws/regulation/110191?search=accessibility>