

Red Lake Margaret Cochenour Memorial Hospital

- POLICY -

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DEPARTMENT: ADMINISTRATION ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2005 (AODA)	CATEGORY: INTEGRATED ACCESSIBILITY	POLICY NUMBER: ADM-AODA-IAS-06	
SUBJECT: ACCESSIBLE COMMUNICATION	AUTHORIZATION: Chief Executive Officer	Distribution: Employee orientation Website	Original: March 2010 Revisions: August 2016

PURPOSE:

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 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.

POLICY:

The Red Lake Margaret Cochenour Memorial Hospital staff will communicate with people with disabilities in a way that takes into account their disability. The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.

Staff will be trained on how to communicate in a way that considers how individuals express, receive and process information without making assumptions about a particular disability.

If a person with a disability cannot use one form or method of communication, another form or method, or combination may be used.

Reasonable efforts will be made to have the person with a disability understand both the content and intent of its communications.

PROCEDURE:

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

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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.

References

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>