




West Parry Sound Health Centre

CORPORATE			
ACCESSIBILITY: SERVICE DISRUPTIONS			
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1.0. POLICY STATEMENT

West Parry Sound Health Centre (WPSHC) is committed to serving people with disabilities. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will ensure disruptions to services or facilities are communicated promptly, in an accessible manner and include key information to ensure we uphold this commitment.

2.0 DEFINITIONS

2.1 Disability:

2.1.1 The Accessibility for Ontarians with Disabilities Act, 2005, defines a disability as follows:

2.1.1.1 Any degree of physical disability, infirmity, malformation, or disfigurement caused by bodily injury, birth defect or illness (i.e., diabetes mellitus, epilepsy, brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech.

2.1.1.2 Impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device.

2.2.1.3 A condition of mental impairment or a developmental disability.

2.1.1.4 A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.1.5 A mental disorder.

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2.1.1.6 An injury or disability for which benefits were claimed or received under insurance plan established under the Workplace Safety & Insurance Act, 1997.

3.0 EQUIPMENT

3.1 N/A

4.0 PROCEDURE

4.1 In the event of interruptions to service or access, WPSHC will communicate these to the public in advance whenever possible.

4.2 If prior notice of disruption to services or access is not possible, communication will be completed as soon as practicably possible.

4.3 Communication will include information about:

4.3.1 The type of and reason for disruption,

4.3.2 Expected duration,

4.3.3 Alternate access points,

4.3.4 Alternate supports available, and

4.3.5 Who to contact to obtain additional information.

4.4 Communication will be made available using as many platforms as possible to support accessibility of information. These may include but not be limited to:

4.4.1 WPSHC website,

4.4.2 Social media platforms,

4.4.3 Postings at public entrances,

4.4.4 Posting at our information desk, and

4.4.5 Staff seated near entrances will have ability to answer questions or contact others for additional supports.

4.4.5.1 The nature of the person's disability will be considered during all interactions and communication will be adjusted accordingly.

5.0 OUTCOMES

5.1 Negative impacts of interruptions to access or services will be minimized through early, clear, and multi-faceted communication which take into account the nature of the person's disability.

6.0 REFERENCES

6.1 Ontario Regulation 429/07, s.4 (8)

7.0 RELATED POLICIES

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7.1 Corporate Policy 0125: Accessibility at West Parry Sound Health Centre

8.0 APPENDIX

8.1 N/A

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