

BOARD OF HEALTH POLICY

| APPROVALS | DATE APPROVED | INITIALS |
|---------------|--------------------|----------|
| BOH: | Res. No.: 110-2022 | |
| SMT: | | |
| MCC: | | |
| IF APPLICABLE | | |
| DIRECTOR | N/A | |
| JHSC: | N/A | |
| PPL: | N/A | |

SECTION: BOARD OF HEALTH **POLICY NO.:** BH-02-12

SUBJECT: Accessibility Standards for Customer Service

APPROVED BY: Board of Health **POLICY DATE:** November 2022

1. PURPOSE

- 1.1. The purpose of this policy is to provide parameters which address integration, independence, dignity and equal opportunity, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and all regulations pursuant to the Act.
- 1.2. The Thunder Bay District Health Unit (TBDHU) is committed to being responsive to the diverse needs of all its residents by striving to provide services that are free of barriers and biases. The TBDHU strives to ensure that the key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our working environment.

2. POLICY

- 2.1. The TBDHU strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities.
- 2.2. The TBDHU is committed to giving the public with disabilities the same opportunity to access our programs and services, and allow them to benefit from the same services in the same place and in a similar way as other clients.
- 2.3. The TBDHU is committed to excellence in serving all members of the public and in working effectively with partners and community groups including people with disabilities.
- 2.4. The TBDHU is committed to carrying out its responsibilities to service people with disabilities in the areas of guide dogs and service animals, support persons, assistive devices, disruption of services, training of staff, feedback process and alternative communication methods.
- 2.5. The TBDHU will provide appropriate training to all employees, students, volunteers and Board of Health members noting that the legislation requires training for: every person who participates in the development of TBDHU policies, procedures and practices pertaining to the provision of programs or services; all staff who deal with the public; and third parties acting on behalf of the TBDHU.
- 2.6. Training will be provided for new staff during the staff orientation process recognizing the need for training to occur as soon as practical after the assignment of applicable duties. All staff will receive training on an ongoing basis when additional standards are released.

- 2.7. Additional training will be provided for staff working in certain programs or team areas as identified by the program manager.
- 2.8. Any amendments due to changes in legislation or where new programs are developed will require amendments to training and additional mandatory training sessions.
- 2.9. In circumstances where the TBDHU is contracting services of an individual/organization to perform work on its behalf that will require the contracted service provider to be in direct contact with the public, the TBDHU will require:
- Evidence that the employees deployed in our service by the contracted service provider have the accessibility training required under the customer service standard of the Act; or
 - That the employees of the contracted service provider who work in our premises be required to attend a training opportunity organized by TBDHU.
- 2.10. TBDHU will have a mechanism to allow its clients to provide feedback on the accessibility of TBDHU programs, services, events and activities.
- 2.11. All feedback submitted from the public will be documented by the communications manager and provided to the appropriate manager who will determine the appropriate course of action.
- 2.12. This policy applies to all persons employed by TBDHU including employees, students, volunteers, Board of Health members, and in some cases, agency partners who deal with the public, or third parties acting on the behalf of the TBDHU.

3. APPLICABLE PROCEDURES

- 3.1 Procedure Number BH-02-12 Accessibility Standards for Customer Service applies to this policy.

4. DEFINITIONS

- 4.1 **Assistive Devices** means auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e., wheelchairs or emergency oxygen).
- 4.2 **Contracted Service Provider** means a person or business that is hired by the TBDHU to provide a specific service.
- 4.3 The Accessibility for Ontarians with Disabilities Act defines **disability** as:
- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, 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 the benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

4.4 **Persons with Disabilities** means individuals who are afflicted with a disability as defined under the *Ontario Human Rights Code*.

4.5 **Service Animals** means any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

4.6 **Support Person(s)** means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to programs, services, activities or events.

5. REFERENCES

- 5.1 *Accessibility for Ontarians with Disabilities Act, 2005, SO 2005*
- 5.2 *Human Rights Code, RSO 1990, c H. 19.*
- 5.3 *Workplace Safety and Insurance Act, 1997, SO 1997, c 16, Sch. A.*

6. APPENDICES/LINKS AND ATTACHMENTS

- 6.1 [Procedure Number BH-02-12 Accessibility Standards for Customer Service](#)