

Timmins and District Hospital		
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Purpose

This policy is to support an inclusive and accessible hospital environment where all individuals can fully participate in and benefit from care, services, employment, and programs. Guided by our Mission, Vision, and Values, Timmins and District Hospital is committed to identifying, removing, and preventing barriers to accessibility in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code.

Distribution / Practice Setting

This policy applies to all individuals within the hospital environment or acting on behalf of the hospital, including:

- Employees (clinical and non-clinical)
- Physicians and advanced practice providers
- Residents, fellows, students, and volunteers
- Contractors, board of directors, vendors, and temporary staff
- External partners/organizations

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A. Policy Statement

Timmins and District Hospital (TADH) is committed to providing a respectful, inclusive, and accessible environment that upholds dignity, independence, integration, and equal opportunity for people with disabilities. The Hospital will meet accessibility needs in a timely and equitable manner by proactively preventing and removing barriers and by complying with all applicable accessibility legislation and standards.

B. Definitions

Accessibility: The design of products, services, environments, programs, and practices to be usable by people with disabilities in a way that respects dignity, independence, integration, and equal opportunity.

Accessible Formats: Formats of information that are alternative to standard print and are accessible to people with disabilities, including but not limited to large print, audio, electronic text, or other formats as required.

Accommodation / Workplace Accommodation: Any modification or adjustment to a job, work environment, or the way work is performed that enables a person with a disability to perform their duties or access services, in accordance with the Ontario Human Rights Code.

Accessibility Program: The framework of policies, practices, and procedures implemented by Timmins and District Hospital to achieve accessibility and meet legislative requirements under the Accessibility for Ontarians with Disabilities Act.

Assistive Device: A device used by a person with a disability to assist with daily living or to access services, including but not limited to wheelchairs, walkers, canes, communication devices, or oxygen equipment.

Barrier: Anything that prevents a person with a disability from fully participating in society because of their disability, including physical, architectural, information or communication, attitudinal, technological, or policy barriers.

Communication Supports: Supports that assist individuals with disabilities to communicate effectively, including but not limited to sign language interpretation, communication boards, captioning, or other methods as required.

Disability: As defined in the Ontario Human Rights Code, a disability includes any degree of physical disability, infirmity, malformation, or disfigurement; a condition of mental impairment or developmental disability; a learning disability; a mental disorder; or an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act.

Guide Dog or Service Animal: An animal trained to assist a person with a disability and used by the person for reasons related to their disability, where it is readily apparent or supported by documentation as permitted by law.

Individual Accommodation Plan: A documented plan developed in collaboration with an employee with a disability that outlines workplace accommodations, communication supports, and emergency response information, as applicable.

Multi-Year Accessibility Plan: A plan developed in accordance with the Integrated Accessibility Standards Regulation that outlines strategies to identify, prevent, and remove barriers to accessibility over a defined period.

Support Person: An individual who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to services.

Temporary Disruption: A planned or unplanned interruption to facilities, services, or accessible elements that people with disabilities rely on to access hospital services.

C. Content

Information and Communication Standards

Timmins and District Hospital (TADH) shall maintain a multi-year Accessibility Plan in accordance with the Integrated Accessibility Standards Regulation. The plan will outline

strategies to identify, prevent, and remove accessibility barriers and will be updated at least every five years.

The Accessibility Program and multi-year Accessibility Plan will be reviewed annually by the Director and Coordinator responsible for the program, with revisions reflected in posted versions.

The current multi-year Accessibility Plan will be:

- Posted on the hospital's website
- Available in accessible formats upon request
- Accessible to staff through the hospital's document management system

Staff will be informed of updates through training, email, internal communications, or the hospital intranet.

Accessible Formats and Communication Supports

TADH will inform the public of the availability of accessible formats and communication supports through its website, signage, electronic displays, and public documents.

Accessible formats and communication supports will be provided upon request, in a timely manner and at no additional cost, taking into account the individual's accessibility needs.

Feedback

Comments, concerns, or complaints related to accessibility, the Accessibility Program, the multi-year Accessibility Plan, or access to hospital services may be submitted by web, email or mail. All feedback will be reviewed and addressed in a timely manner.

Staff Training and Education

TADH will provide accessibility training to:

- All management and supervisory staff
- Staff involved in developing or approving accessibility-related policies and procedures
- Individuals who provide goods or services on behalf of the hospital

All new employees will receive accessibility training during orientation, including an overview of AODA, the Ontario Human Rights Code, and the hospital's accessibility

standards. Volunteers will receive role-specific accessibility training as soon as practicable.

Updates to the Accessibility Program will be included in refresher training or communicated as required.

Customer Service Standards

TADH is committed to providing accessible customer service to patients, visitors, and the public. Staff, physicians, volunteers, and contractors will communicate with persons with disabilities in a manner that respects their needs.

The hospital supports:

- The use of personal assistive devices
- Access to guide dogs and service animals, unless excluded by law
- Access to support persons, subject to privacy, safety, and clinical considerations

Where accessibility services are temporarily disrupted, reasonable notice will be provided, including information about the disruption, its expected duration, and available alternatives.

Employment Standards

TADH is committed to inclusive employment practices and will provide workplace accommodation in accordance with AODA and the Ontario Human Rights Code.

This includes:

- Individual accommodation plans
- Accessible recruitment and selection processes
- Consideration of accessibility needs in performance management, career development, redeployment, and training
- Individualized emergency response procedures for employees with disabilities, where required

Accommodation plans will be developed collaboratively, respect employee privacy, and be reviewed regularly.

Maintenance of Accessible Elements

TADH will maintain accessible elements of the built environment through preventative and emergency maintenance. Accessible elements will be inspected regularly, and

disruptions due to planned or unplanned maintenance will be communicated as soon as practicable, including information on alternative accessible options where available.

D. References

The Accessibility for Ontarians with Disabilities Act, 2005

E. Appendices

N/a