

PETERBOROUGH PUBLIC HEALTH

Board of Health

POLICY AND PROCEDURE

Section: Board of Health	Number: 2-80	Title: Accessibility
Approved by: Board of Health		Original Approved by Board of Health On (YYYY-MM-DD): 2018-04-11
Signature: _____		Author:
Date (YYYY-MM-DD): 2023-03-08		
Reference: Accessibility for Ontarians with Disability Act, 2005		

NOTE: This is a **CONTROLLED** document for internal use only, any document appearing in a paper form should **ALWAYS** be checked against the online version prior to use.

SCOPE

This policy applies to all employees, students, volunteers, Board of Health members and any others acting on behalf of Peterborough Public Health (PPH).

ACCESSIBILITY PRINCIPLES

Dignity: provide service in a way that allows a person with a disability to maintain self-respect and the respect of other people.

Independence: allow a person with a disability the freedom to make their own choices, communicate for themselves, and not feel rushed when completing a task, or complete a task on their own without unnecessary help or interference from others.

Integration: provide service in a way that allows the person with a disability to benefit from the same services and programs, in the same place, and in the same or similar way as other customers and clients, unless a different way is necessary to enable them to access the services and programs.

Equal Opportunity: provide service to a person with a disability in such a way that they have an equal opportunity to access services and programs as what is given to others.

DEFINITIONS

Accessible:

Individuals are provided service or care in a manner that is capable of being easily understood and accessed.

Assistive Devices:

Assistive Devices are intended to enable people with physical disabilities to increase their independence. There are more than 8000 types of assistive devices such as equipment or supplies in the following categories:

- Prostheses
- Wheelchairs/mobility aids and specialized seating systems
- Enteral feeding supplies
- Monitors and test strips for those with insulin dependent diabetes
- Insulin pumps and supplies
- Hearing Aids
- Respiratory Equipment
- Orthoses (braces, garments and pumps)
- Visual communication aids
- Oxygen and oxygen delivery equipment such as concentrators, cylinders, liquid systems and related supplies, such as masks and tubing

Barriers:

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, architectural barrier, information or communication barrier, attitudinal barrier, technological barrier, a policy or practice.

Disability:

- Any degree of physical disability, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance of 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 benefits were claimed or received under the insurance plan established under the Workplace and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

Service Animal:

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people that are blind, hearing alert animals for people who are deaf or hard of hearing; and animals trained to alert individuals to oncoming seizures and lead them to safety.

Support Person:

Support persons are used by people with many different kinds of disabilities. Some people with disabilities rely on support persons for certain services or assistance, such as using the washroom or facilitating communication. A support person may be a paid professional, a volunteer, a family member or friend of the person with a disability.

POLICY STATEMENT

Peterborough Public Health is committed to providing accessible programs and services to all clients. Under the Accessibility for Ontarians with Disabilities Act (2005), Peterborough Public Health strives to meet the requirements of the following applicable accessibility regulations - Customer Service Standard, Employment Standard, Information and Communication Standard and Design of Public Spaces Standard. (Note: the fifth accessibility regulation is the Transportation Standard and is not applicable to PPH).

1. Peterborough Public Health will make all reasonable efforts to provide a barrier-free environment for its clients, customers, students, employees, job applicants, suppliers, visitors and other stakeholders who enter the premises and access programs and services.
2. Peterborough Public Health will:
 - a. Welcome people with disabilities who are accompanied by a service animal or support person, or who use assistive devices to our workplaces that are open to the public;
 - b. Provide a notice of temporary disruption in the event of a planned or unexpected disruption in services;
 - c. Welcome feedback from all customers, including those with disabilities, and respond to any complaints about service in a timely manner;
 - d. Train all staff to consider people with disabilities in their day-to-day work and to take their disabilities into account when communicating and interacting with them;
 - e. Establish barrier-free recruitment processes, including a supporting policy;
 - f. Make accessibility documents available in an accessible format; and
 - g. Upon request, provide emergency and public safety information accessible to people with disabilities, in accessible format or with communication supports.

Review/Revisions

On (YYYY-MM-DD): 2018-04-11

On (YYYY-MM-DD): 2020-06-10

On (YYYY-MM-DD): 2023-03-08

On (YYYY-MM-DD):