KINGSTON GENERAL HOSPITAL AUXILIARY

**POLICIES AND PROCEDURES**

**15 C ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

**Principle**

Kingston General Hospital Auxiliary (KGHA) is committed to creating an atmosphere that promotes diversity and inclusion regarding access to all Auxiliary programs and services. To support this principle, the Auxiliary strives for adherence to regulations and standards as outlined in the *Ontarians with Disabilities Act, 2001 (ODA),* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA).*

These pieces of legislation require the Auxiliary to meet standards and prepare an annual accessibility plan. This plan shall address the identification, removal and prevention of barriers to persons with disabilities, include a process to consult with persons with disabilities.

**Definition**

Disability:

1. any degree of physical disability, infirmity, 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, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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.
2. a condition of mental impairment or a developmental disability
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
4. a mental disorder
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997 (handicap).*

**Policy**

1. KGHA supports the rights of all persons to access, participate in and utilize its services. As such the Auxiliary is committed to:
	1. The continual improvement of access to facilities and services for everyone
	2. Consulting with persons with disabilities in the development and review of its annual accessibility plans
	3. Ensuring that its by-laws and policies are consistent with the principles of accessibility
	4. Incorporating inclusionary practice when designing, redesigning or renovating facilities
	5. Treating all persons with dignity and respect
	6. The KGHA will ensure that all Auxiliary staff receives training as per the regulations.

Authorizing signature

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 Issued June 2015

President