STATEMENT OF POLICY					
Grey Bruce Public Health				**Page**	1 of 5
Policy Title	**Accessibility Standard**				
Applicable To	**All Staff, Students and Volunteers**				
Manual	Administrative			**Original Date**	November 2012
Section	Human Resources			**Revised Date**	October 2026
Subsection	Employment			**Review Date**	
Approved By	Acting Medical Officer of Health/CEO	**Signature**			
Administrator	Human Resources			**Policy #**	**1-2.1 POL-009**

1. PURPOSE

a. To ensure that Grey Bruce Public Health (GBPH) is committed to providing accessible, inclusive, and equitable services to all individuals, including persons with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*.

b. This policy establishes GBPH's commitment to identifying, preventing, and removing barriers to accessibility and ensuring that all individuals are treated with dignity, independence, integration, and equal opportunity when accessing public health programs, services, and facilities. GBPH strives to meet the diverse needs of the communities it serves by providing services in a manner that respects individual accessibility needs and complies with applicable accessibility legislation and standards.

2. DEFINITIONS

a. **Disability** – As defined by the Human Rights Code:

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, including diabetes mellitus, epilepsy, 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 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 (includes mental illness and substance dependence/drug and alcohol addiction); or
5) An injury or disability for which benefits were claimed or received under the insurance plan established under the WSIA.

3. SCOPE

a. This policy applies to all GBPH employees, students and volunteers.

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4. POLICY STATEMENT

a. All Grey Bruce Public Health (GBPH) employees will complete the required accessibility training and demonstrate an understanding of their responsibilities in providing accessible, inclusive, and equitable programs and services to persons with disabilities. Employees are expected to communicate and interact with individuals in a manner that respects their dignity, independence, and individual accessibility needs.

b. GBPH will ensure that accessibility is considered in the delivery of its programs and services, with employees taking reasonable steps to identify, prevent, and remove barriers to accessibility. The expected result is that persons with disabilities have equitable opportunities to access and participate in GBPH programs and services, receive information and assistance in accessible formats where requested, and experience respectful, responsive, and inclusive service delivery in accordance with applicable accessibility legislation and standards.

5. RESPONSIBILITY

a. Employees, Students and Volunteers

1) Communicate with people with disabilities in ways that take into account their disability.
2) Be familiar with various assistive devices which may be used by clients while accessing GBPH services.
3) Welcome people with disabilities and their service animal(s). Service animals are allowed on GBPH premises that are open to the public.
4) Allow a person with a disability who is accompanied by a support person to have that support person accompany them in GBPH activities.
5) Notify clients with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
6) Complete training covering an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements for the customer service standard.

b. Managers
   1) Ensure that departmental policies, procedures, practices, and service delivery processes respect and promote the dignity, independence, integration, and equal opportunity of individuals with disabilities. Identify and address accessibility barriers and recommend modifications to policies or practices as required.
   2) Ensure that employees, volunteers, and students under their supervision complete the required accessibility training and understand their responsibilities in providing accessible and inclusive programs and services.
   3) Ensure that staff are familiar with the use of assistive devices, service animals, and support persons, as applicable, and understand how to appropriately support individuals with disabilities when accessing GBPH programs, services, and facilities.
   4) Identify and address accessibility concerns or barriers within their respective programs and services, including coordinating reasonable accommodations and accessible service delivery options in consultation with the appropriate departments.
   5) Ensure that temporary disruptions to accessible facilities or services are communicated promptly to Communications and other appropriate departments so that required public notices can be issued.
   6) Support the resolution of accessibility-related feedback and complaints within their respective programs, in collaboration with Communications and other appropriate departments.

c. Clients
   1) Provide feedback, including complaints, regarding the accessibility of GBPH programs, services, and facilities, through email, verbally, or through the online feedback submission form, if they wish.
   2) Direct accessibility-related feedback and to the Communications Department through the available feedback channels.
   3) Communicate any accessibility needs or requests for accessible formats, communication supports, or other assistance to GBPH staff to support equitable access to programs and services.

d. Human Resources
   1) Provide training to all employees, volunteers and students who interact with the public on behalf of GBPH.
   2) Ensure accessibility training is provided as soon as practicable and includes:
      (a) An overview of the AODA and the requirements of the applicable accessibility standards.
      (b) GBPH policies, procedures, and practices related to accessibility and accessible customer service.
      (c) How to interact and communicate with individuals with various types of disabilities.
      (d) How to interact with individuals who use assistive devices or require the assistance of a service animal or support person.
      (e) How to use equipment or devices available at GBPH that may assist individuals with disabilities in accessing programs and services.
      (f) What to do if an individual with a disability is having difficulty accessing GBPH programs, services, or facilities.
   3) Receive, document, and coordinate responses to accessibility-related feedback and complaints, in consultation with the appropriate Manager or department.
   4) Ensure individuals are informed of the availability of accessible formats and communication supports for submitting feedback and coordinate these supports upon request.
   5) Support the communication and documentation of temporary service disruptions, including ensuring that required notices are made available in accessible formats upon request, in collaboration with the appropriate department.

e. Communications
   1) Receive, document, and coordinate responses to accessibility-related feedback and complaints from the public, in consultation with the appropriate Manager or department.

2) Ensure the public is informed of the availability of accessible formats and communication supports upon request, including information on how to submit requests.
3) Coordinate the provision of accessible formats and communication supports for GBPH documents, information, and communications upon request, in consultation with the individual making the request to determine their accessibility needs.
4) Ensure accessible formats and communication supports are provided in a timely manner.
5) Support the communication of temporary disruptions to accessible facilities or services, ensuring notices are available to the public in accessible formats upon request.
6) Ensure information regarding GBPH's accessibility policies, feedback processes, and available accessibility supports is communicated to the public through appropriate channels, including the GBPH website.

6. REFERENCES

a. O. Reg. 191/11 INTEGRATED ACCESSIBILITY STANDARDS | ontario.ca

7. RELATED POLICIES AND PROCEDURES (Each procedure that is created based on this policy)

a. 1-2.2 POL-004 Workplace Accommodation Policy.pdf
b. 1-2.2 PROC-004 Workplace Accommodation Procedure.pdf

8. Revision Control Section

Revision Date	Paragraph Identification	Revision Notes	Owner