




**SET
FHT**

South East Toronto
Family Health Team

Human Resources – Policies & Procedures

Policy: Accessibility		
Section: Organizational Framework	Policy Number: 2.3	Pages: 4
Revision/Review Date: November 2023	Executive Director Approval:	

Purpose:

The South East Toronto Family Health Team (SETFHT) is committed to providing accessible and inclusive services to all individuals, including those with disabilities. We strive to ensure that our programs, services and facilities are accessible to everyone in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

Policy:

The purpose of this policy is to outline SETFHT's commitment to accessibility and to establish guidelines for the provision of accessible services to individuals with disabilities. This policy applies to all employees, volunteers and third-party service providers associated with SETFHT.

Definition:

Disability – Taken from the Ontario Human Rights Code – Section 10 (1) the code defines "disability" as follows:

The phrase "because of disability" means for the reason that the person has or has had, or is believed to have or have had,

- 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;
- 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 Safety and Insurance Act, 1997.

Assistive Device – The equipment that people with disabilities utilize to assist in their daily lives at home, work, school, etc. These devices include, but are not limited to canes, walkers,



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crutches, wheelchairs, scooters, magnification or specialized learning software, communication boards, etc.

Service Animal – An animal specially trained to assist a person with a disability for reasons relating to the disability. Person should be able to provide a letter from a physician/nurse or an identifying card from the Ministry of the Attorney General confirming that they require the animal for reasons related to their disability.

Support Person – Someone who accompanies a person with a disability in order to assist them and can range from a Personal Support Worker (PSW), a local volunteer, family member or friend. Their assistance may include, but is not limited to, communication, mobility, personal care/hygiene, medical needs or with access to goods or services.

Principles:

1. **Dignity** – We are committed to treating all individuals with respect and dignity, recognizing the inherent value and worth of each person
2. **Independence** – We strive to provide services in a manner that promotes the independence of individuals with disabilities and respects their right to make choices.
3. **Integration** – We are committed to providing services that are integrated and allow individuals with disabilities to fully participate in all aspects of community life.
4. **Equal Opportunity** – We will provide equal opportunity for individuals with disabilities to access and benefit from our services, without discrimination.

Communication:

SETFHT is committed to communicating with all individuals, including people with disabilities, in ways that take into account their needs. This includes providing information in accessible formats and offering communication support upon request that enables persons with disabilities to communicate effectively.

Notice of Temporary Disruption of Services:

In the event of a temporary disruption of services or closure of facilities, reasonable efforts will be made to provide advance notice. While unforeseen circumstances may prevent advance notice in some situations, SETFHT is committed to promptly informing affected individuals. Notifications will be made through various means including posting physical notices in prominent locations such as main entrances, updating information on SETFHT's website,



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directly contacting patients with scheduled appointments, and/or implementing any other reasonable method(s) under the circumstances.

Website:

SETFHT will ensure our website, including web content, conforms to the Web Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.

Assistive Devices:

We welcome persons with disabilities to use their own personal assistive devices to access our facilities and services. We will also ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities.

Service Animals:

Individuals with disabilities are permitted to enter our premises that are open to the public for services while accompanied by a service animal, provided there are no legal exclusions for the animal. The person with a service animal is responsible for maintaining control of the animal at all times.

In cases where a staff member or patient has allergies to animals, alternative arrangements will be discussed and agreed upon.

Support Persons:

Individuals with disabilities are permitted to enter our premises that are open to the public for services while accompanied by a support person. Consent from the person with a disability is required when communicating confidential information related to the person with a disability while in the presence of a support person.

Training:

SETFHT is committed to providing training to all employees and volunteers to ensure they have the knowledge and skills necessary to provide accessible services. Training will be provided to all new staff during orientation as well as to existing staff on an ongoing basis as required. Training topics include the AODA, the Ontario Human Rights Code, the Accessibility Standards for Customer Service, how to interact and communicate with persons with various disabilities as well as how to interact with persons who use assistive device, require the assistance of a service animal or a support person.

Feedback Process:

SETFHT welcomes feedback on how we provide accessible services to persons with disabilities. Questions, concerns and/or feedback can be provided by telephone (416-423-8800 ext. 402), in



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person, in writing via our mailing address ([1871 Danforth Avenue, 4th Floor, Toronto, Ontario M4C 1J3](#)) or via email (humanresources@setfht.on.ca).

Modifications to this Policy:

This Accessibility Policy will be reviewed and updated as necessary in accordance with legislation to ensure ongoing compliance with the AODA and to reflect any changes in SETFHT's operations or services. SETFHT is committed meeting the needs of individuals with disabilities.

Procedure:

Attachments:

N/A

