



St. Joseph's
Healthcare  Hamilton

Accessibility: Our Organization & You

Accessibility for Ontarians with Disabilities Act (AODA)
Employees, Volunteers & Medical Professionals Handbook

Welcome

Accessibility in the workplace is a priority at St. Joseph's Healthcare Hamilton (SJHH). This handbook is intended to help our employees understand what our organization is doing to promote accessibility in the workplace. Individual employees can help promote accessibility at work by understanding their roles and responsibilities to ensure that St. Joseph's Healthcare Hamilton is creating an inclusive work environment.

This handbook was developed by the Accessibility Steering Committee –
Human Resources

Understanding Legislation

Accessibility for Ontarians with Disabilities (AODA)

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 is provincial legislation that mandates how businesses and organizations, including St. Joseph's Healthcare Hamilton, is to provide accessible services to patient, clients, students, employees, volunteers, and community members with disabilities. The goal of AODA is for all Ontario organizations to be fully accessible by 2025.

This guidebook details how our organization has addressed the established accessibility standards within the Integrated Accessibility Standards Regulation (IASR). As a designated public sector organization with 50 or more employees, St. Joseph’s Healthcare Hamilton (SJHH) must reach specific deadlines for compliance as part of the “Employment Standard” as follows:

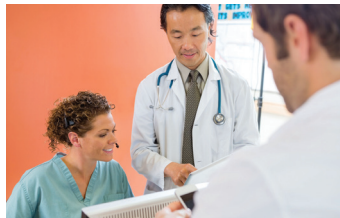
- Workplace Emergency Response Information (January 1, 2012)
- Recruitment (January 1, 2014)
- Employee Accommodation (January 1, 2014)
- Individual Accommodation Plans (January 1, 2014)
- Employees Returning To Work (January 1, 2014)
- Performance Management/Career Development (January 1, 2014)

In conjunction with SJHH Policy 034-HR “Accessibility for Ontarians With Disabilities” the Accessibility Standard for Employment (Employment Standard) sets out specific requirements for employers to provide accessibility during different stages of employment.

Accessibility: Our Organization & You

By complying with the Accessibility Standard for Employment (Employment Standard), St. Joseph's Healthcare Hamilton is creating employment opportunities and experiences that are more accessible to people with disabilities.

The following details how this is being done and how each employee plays an important role:



Recruitment Process

Our organization (SJHH) will comply with the Employment Standard by:

- I. Notifying its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes
- II. During a recruitment process, Managers shall notify individuals requested to participate in assessment that accessible materials and processes are available upon request. The Manager shall consult with the applicant directly to ensure the applicant's accessibility needs are met.
- III. SJHH shall, when making offers of employment, notify the successful applicant of its policies for accessibility. SJHH will do this, in writing, by reminding employees of the SJHH Workplace Accommodation Policy (033-HR)

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to Recruitment:

- I. At job interview invitation, when asked about accessibility assistance, please consider and reply with your needs, if any, and follow-up with a written summary (e.g. ramp for wheelchair accessibility, hearing impairment accessibility)”
- II. At job offer, when asked about accessibility assistance, please consider and reply with your needs, if any, and follow-up with a written summary (e.g. ramp for wheelchair accessibility, hearing impairment accessibility)”

Accessibility Process

Our organization (SJHH) will comply with the Employment Standard by:

- I. SJHH must develop a written process to create documented, individual accessibility plans for employees with disabilities
- II. If medically related, Manager should consult with Employee Health according to Policy 033-HR. If accessibility issue is not medically related, please consult with employee (e.g. ramp for wheelchair accessibility, hearing impairment accessibility)
- III. SJHH must inform all employees of its policies to support employees with disabilities as well as updates on existing policy change and standard compliance review
- IV. Upon receiving a request, SJHH must consult with the employee to provide job-related or other workplace information in accessible formats

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to Accessibility:

- I. Share request, both verbally and in writing, with your manager on accessibility needs;
- II. Collaborate with your manager to identify appropriate accessibility
- III. Provide, through Employee Health process, functional information required to determine appropriate accessibility;



Workplace Emergency Response Information

Our organization (SJHH) will comply with the Employment Standard by:

- I. Requiring all employees to notify their manager if they require any kind of assistance during a workplace emergency (even if temporary in nature e.g. broken a leg requiring assistance to evacuate building quickly during emergency)
- II. Providing employees and managers with a facilitating guide (Personal Employee/Volunteer Emergency Response Plan Form can be found on MyStJoes)

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to Workplace Emergency Response Information:

- I. Share request, verbally and in writing, with your manager on assistance which you require during a workplace emergency (even if temporary in nature e.g. broken a leg requiring assistance to evacuate building quickly during emergency)
- II. Complete the Personal Employee/Volunteer Emergency Response Plan Form (found on MyStJoes)
- III. Discuss evacuation and other emergency situations in conjunction with accessibility needs with your Manager
- IV. Consult with Building Services and Redevelopment teams regarding physical barriers that may impede the workplace emergency evacuation plan

Career Development

Our organization (SJHH) will comply with the Employment Standard by:

- I. SJHH should take into account the accessibility needs of employees with disabilities in regards to performance management
- II. SJHH should take into account the accessibility needs of their employees who have disabilities in regards to career development
- III. SJHH should take into account the accessibility needs of their employees who have disabilities in regards to redeployment

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to Career Development:

- I. Share request, both verbally and in writing, with your manager on accessibility needs as they relate to performance management, career development and/or redeployment;
- II. Collaborate with manager to identify appropriate accessibility;

Customer Service Standard

In support of the Accessibility for Customer Service Standard (July 2008)

St. Joseph's Healthcare Hamilton will:

- I. Develop a series of Policies, Practices and Procedures to meet the requirements of the Customer Service Standard and make this information available in accessible format upon request.
- II. Provide Customer Service Training to all staff, volunteers, contractors, and any other people to support our AODA program
- III. Establish a process for people to provide feedback on how we provide goods and service to people with disabilities.

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to the Customer Service Standard:

- I. Review information and/or complete training related to accessibility as requested by your manager or director.
- II. Speak to your manager if you think there is a way accessibility can be improved for staff or patients.
- III. Encourage our patients and visitors to provide feedback about accessibility by contacting our Patient Relations department (ext. 33838)



Information and Communication

In support of the Integrated Accessibility Standards Regulation, St. Joseph's Healthcare Hamilton will:

- I. Create and provide accessible formats for information and communication upon request.

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to the Information and Communication:

- I. Please request an accessible format for information or communication from your manager. Upon request, St. Joseph's Healthcare Hamilton will provide or develop an accessible format for proprietary information and communication.

Proprietary Transportation Services

In support of the Integrated Accessibility Standards Regulation, St. Joseph's Healthcare Hamilton will:

- I. Provide proprietary transportation services in accessible vehicles or equivalent services.

Employee Responsibilities

Our employees can promote accessibility by understanding their role relating to the Customer Service Standard:

- I. Inform your manager if you require proprietary transportation services in accessible vehicles or equivalent services.

Our Commitment

St. Joseph's Healthcare Hamilton (SJHH) is committed to providing a respectful, accessible and inclusive environment for all employees, volunteers, patients and visitors.

More information for Employees:

As an employee, if you have any questions, concerns or feedback regarding accessibility at St. Joseph's Healthcare Hamilton, please contact our Patient Relations Department by calling extension 33838 or by visiting us online at www.stjoes.ca/patients-visitors/accessibility.

More information for Patients or Visitors:

If a patient or visitor informs you that they have questions, concerns or feedback regarding accessibility at St. Joseph's Healthcare Hamilton, please connect them with our Patient Relations Department by calling extension 33838 or by visiting their web page online at www.stjoes.ca/patients-visitors/accessibility.

Ontario Human Rights Code

Ontario Human Rights Code and Persons with Disabilities

The Ontario Human Rights Code protects people from discrimination in specific situations. Under the Code, you have the right to be free from discrimination in five parts of society – called social areas – based on one or more grounds. The five social areas are employment, housing, services, unions and vocational associations and contracts.

Discrimination based on 17 personal attributes, called grounds, is against the law under the Code. One of these grounds is disability. The Code does not list all the conditions that may be considered a disability. “Disability” should be interpreted in broad terms. It includes both present and past conditions, instances where a person is perceived or “seen” to have a disability, as well as a perception that a person may develop a disability in the future.

The right to “equal treatment with respect to employment” covers applying for a job, being recruited, training, transfers, promotions, terms of apprenticeship, dismissal and layoffs. It also covers rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline and performance evaluations.

People with disabilities have the right to be provided with equipment, services or devices that will allow them to do their job.

SJHH adheres to the Code and has put in many policies and practices to ensure compliance with the legislation.

Additional Resources

For more information on the Ontario Human Rights Code and Hospital policies, see the following references:

Ontario Human Rights Code

<http://www.ohrc.on.ca/en/ontario-human-rights-code>

033-HR Work Accommodation Policy

<http://mystjoes/policies/Policies/033-HR.pdf>

004-ADM Human Rights Policy

<http://mystjoes/policies/Policies/004-ADM.pdf>

100-ADM Prevention of Violence in the Workplace Policy

<http://mystjoes/policies/Policies/100-ADM.pdf>

029-HR Harassment and Discrimination Policy

<http://mystjoes/policies/Policies/029-HR.pdf>



St. Joseph's
Healthcare  Hamilton

www.stjoes.ca

Published November 2014