



GEORGIAN
RADIOLOGY
CONSULTANTS

AODA

POLICY GUIDELINES

**Accessibility Standard for Patient Care and
Services**



AODA – Statement of Commitment to Accessibility

March 17, 2023

Georgian Radiology (GRC) is committed to providing a barrier-free environment for all employees, job applicants, suppliers, patients and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Georgian Radiology understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Sincerely,

Dr. Robert Mason
Clinic Director



Georgian Radiology Consultants (GRC) is committed to abiding by the principles of the AODA which are:

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration – service provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

GRC will follow the customer (patient) service standard:

Ontario's accessible customer service standard is now the law. It came into force on January 1, 2008. People, businesses and other organizations that provide goods or services to the public or to other businesses or organizations in Ontario ("Providers") have legal obligations under the standard. The standard is aimed at making their customer service operations accessible to people with disabilities. The customer service standard is the first of five standards that will help lead the way to an accessible Ontario by 2025.

To assist our patients with access to our services, GRC will:

- Follow established policies, practices, and procedures on providing goods and services to people with disabilities as outlined in this document.
- All employees will complete the training provided and acceptance forms will be completed for documentation. Implementation will be monitored through patient feedback and employee performance appraisals. Compliance will be regularly monitored.



- Make reasonable efforts to ensure that policies, practices, and procedures are consistent with the principals of independence, dignity, integration and equality of opportunity.
- Follow our policy of dealing with people's use of their own assistive devices to access goods or services or any other measures the organization offers to enable an individual access the goods or services.
- Communicate with a person with a disability in a manner that takes into account their disability.
- Allow people with disabilities bring their service animals onto the parts of the premises open to the public or other third parties, except where the animal is otherwise excluded by law from the premises.
- Allow people with disabilities be accompanied by their support persons while on the parts of the provider's premises open to the public.
- Make reasonable effort to inform patients with disabilities that they may require a support person to protect their health and safety or the health or safety of others on the premise.
- Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted. Notice will be posted on building access doors and clinic entrances for temporary disruptions. If access to a service is to be unavailable for more than four business day a notice will be posted on GRC's instagram account. Circumstances for the disruption of services may include equipment failure, equipment maintenance, or staff shortages. Alternate locations for service will be included on the posted notices.
- Use established process for receiving and responding to feedback about the way GRC provides services to people with disabilities. If a complaint is received the following actions will be taken: the manager or area supervisor will receive the complaint and address it, with the patient in two business days. The staff member or clinic involved will be instructed verbally or in writing. Changes to improve our policy may be made to integrate the solution. Patients and caregivers can access our feedback tool at georgianradiology.com.
- Patients and caregivers may provide feedback in person, by telephone, in writing, by email, or by another method.
- Ensure that policies, practices, and procedures for providing accessible customer service to people with disabilities are available in writing at georgianradiology.com
- Inform patients that the documents are available upon request
- Upon request, provide the documented information to a person with a disability in a format that takes into account their disability.



GRC will recognize the definition of a “disability” as used in the AODA is the same in the Ontario Human Rights Code.

A “disability” means:

- 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 coordination, 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,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

GRC will recognize an assistance device as a tool, technology, or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work, and in the community.

GRC will recognize and work to overcome barriers to accessibility, that are both visible and invisible. A barrier is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. There are five general descriptions of a barrier:

- Attitude
- Architectural or structural
- Information and communication
- Technology
- Systemic

What can GRC do to help our patients access our services?

All patients have their own specific needs. Being positive, flexible and open to suggestions will help us create a positive patient experience. A good starting point is to ask how we can help them access our goods and services.



Good patient care for people with disabilities can be achieved through simple and effective solutions to challenges. Examples of which are:

- Our patient is in a wheelchair and cannot enter the dressing room as she needs an assistant to change. The privacy of another exam room or accessible washroom will be offered.
- Our patient is hearing impaired and does not have a sign language interpreter with him. We will ask him, in writing, if using a pen and paper to communicate would be a good way to assist him.
- The patient questionnaire cannot be read by our patient who has low vision. We will offer to read it out loud to him.
- If our clinic does not have automatic door openers, we will be prepared to open the door.

REFERENCES:

[Ontario.ca/accession](https://ontario.ca/accession)

Accessibility for Ontarians with Disabilities Act 2005

Ministry of Community and Social Services website

Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07