



# Human Resources

## Ornge Integrated Accessibility Standard – Accessibility for Ontarians with Disability Act, 2005 (AODA)

<b>Title:</b>	<b>Ornge Integrated Accessibility Standard - Accessibility for Ontarians with Disability Act, 2005 (AODA)</b>
<b>Policy #:</b>	<b>HR-POL-001 R1</b>
<b>Applies to:</b>	<b>All Employees and Affiliated Medical Staff of Ornge and Ornge-controlled companies, and all vendors or service providers who act as agents of Ornge to provide services to the public</b>
<b>Issue Date:</b>	<b>December 18, 2015</b>
<b>Issued By:</b>	<b>Foster Brown, Director, Employee Relations</b>

### 1. Introduction

Ornge is Ontario's provider of critical care air and land ambulance services. Ornge operates twenty-four hours per day and seven days per week to provide, or otherwise ensure the provision of, high quality paramedical, medical and nursing care, as well as rapid transportation services for patients in critical condition across the province.

Ornge is committed to the provision of services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity. Ornge will use reasonable efforts to live up to these principles, while taking into account the emergent nature of its business and its paramount commitment to patient and aviation safety.

Furthermore, such services will be provided in accordance with applicable legislation including the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Human Rights Code*, the *Occupational Health and Safety Act*, and the *Building Code Act*.

### 2. Background

This policy is created pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*. It specifies ways in which Ornge's patient-centered care should promote the dignity, independence, integration and equal opportunities of persons with Disabilities. This policy is also intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set out in the *Accessibility for Ontarians with Disabilities Act, 2005*.



### 3. Policy Statements

#### 3.1 General Policy Statement

##### *Service Animals and Support Persons*

Persons with disabilities will be permitted to be accompanied by a Service Animal or Support Person:

- a. where Ornge provides services; and
- b. where the public or third parties normally access such services.

Whether a Service Animal or Support Person may accompany a person with disabilities on a medical transport in one of Ornge's land ambulances or aircraft is a decision made by the treating paramedic (in the case of a land ambulance) or Pilot in Command (in the case of an aircraft). The treating paramedic or Pilot in Command will assess all of the circumstances surrounding the person's transport and especially consider the safety of the vehicle and all souls on board (e.g. whether the Service Animal can be secured in the cabin of the land ambulance or aircraft).

##### *Assistive devices*

Ornge will be flexible in facilitating the use of assistive devices by people with disabilities, while taking into account the emergent nature of its business and its paramount commitment to patient and aviation safety.

Whether an assistive device may accompany a person with disabilities on a medical transport in one of Ornge's land ambulances or aircrafts is a decision made by the treating paramedic (in the case of a land ambulance) or Pilot in Command (in the case of an aircraft). The treating paramedic or Pilot in Command will assess all of the circumstances surrounding the person's transport and especially consider the safety of the vehicle and all souls on board (e.g. whether the Assistive Device can be secured in the cabin of the land ambulance or aircraft). Laws relating to the transportation of dangerous materials may further restrict Ornge from transporting certain Assistive Devices (e.g. battery-operated scooters).

##### *Training*

Ornge will provide training to:

- a. All its Employees and volunteers, who could reasonably be expected to interact with the public or third parties on behalf of Ornge.
- b. All those who are involved in the development, approval, monitoring or implementation of Ornge customer service policies, practices and procedures about the provision of services to the public and/or third parties.

This training will be provided within a reasonable time frame of when the individual commences performing duties for Ornge, and the content of the training will be dictated by the Customer Service Standard.

##### *Feedback Process*

Ornge will use the Patient Advocate system for receiving and responding to feedback from anyone about the manner in which it provides services to persons with disabilities. Information about this process is available on the Ornge website ([www.ornge.ca](http://www.ornge.ca)).



This feedback process permits persons to provide their feedback in person, by telephone, in writing, or by electronic means.

In response to a complaint under this policy, Ornge will provide feedback, including, where applicable, any actions that are taken by Ornge in response to a complaint.

### **3.2 Communication Standard**

- a. Upon request, Ornge will provide information and communicate in an accessible manner about its goods, services or facilities to people with disabilities. The information will be provided in a timely manner and at a cost that is no more than the regular price charged to others.
- b. Ornge shall consult with the person making the request in determining the suitability of an accessible format or communication support.

### **3.3 Employment Standard**

#### **Scope and interpretation**

This Employment Standard applies to Ornge employees; and does not apply to volunteers and other non-paid individuals.

#### **Recruitment**

Ornge will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

#### **Recruitment, assessment or selection process**

- a. During the recruitment process, Ornge will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.
- b. If a selected applicant requests an accommodation, Ornge will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

#### **Notice to successful applicants**

When making offers of employment, Ornge will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **Informing employees of supports**

- a. Ornge will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- b. Ornge shall provide the information required under this section to new employees as soon as practicable after they begin their employment.



- c. Ornge shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

#### **Accessible formats and communication supports for employees**

- d. When an employee with a disability so requests it, Ornge shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.
- e. Ornge shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

## **4. Roles and Responsibilities**

### **4.1 Roles #1 – Director, Employee Relations**

The Director, Employee Relations is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with accessibility standards and legislated obligations.

### **4.2 Role #2 – Directors**

Directors will ensure that they and their Employees are familiar with this Policy and complete the required training in a timely fashion.

### **4.3 Role #3 – Employees**

Employees are familiar with this Policy and complete the required training in a timely fashion.

## **5. Cross-References**

*Accessibility for Ontarians with Disabilities Act, 2005, SO 2005, c 11.*

*Blind Persons Rights Act, RSO 1990, c B.7.*

*Building Code Act, 1992, SO 1992, c 23.*

*Dangerous Goods Transportation Act, RSO 1990, c D.1.*

*Human Rights Code, RSO 1990, c H.19*

*Occupational Health and Safety Act, RSO 1990, c O.1.*

*Transportation of Dangerous Goods Act, 1992, SC 1992 c 34.*



## 6. Glossary of Terms

**“Affiliated Medical Staff”** – refers to privileged medical staff, including physicians.

**“Disability”** - For the purpose of this policy, the term “Disability” includes:

- a) 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,
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**“Ornge”** – Ornge and Ornge-controlled companies.

**“Employee”** - For the purposes of this policy, the term “employee” refers to any person to whom Ornge pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

- a) fulltime employees
- b) part-time employees
- c) seasonal employees
- d) contract employees, including physicians (Transport Medicine Physicians).

**“Service Animal”**: An animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

For greater clarity, a dog trained as a guide for blind persons and having the necessary qualifications is a Service Animal.

**“Support Person”**- is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

**“Pilot in Command”** – is responsible for and has final authority over the safe operation of the aircraft he/she commands, including the safety of all persons on board.



*Please forward any comments to:*

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