

**CORPORATE POLICY & PROCEDURE  
BARRIER-FREE INFORMATION:  
Accessible Formats  
ROHCG  
CORP II-i – 151**

<b>BARRIER-FREE INFORMATION: Accessible Formats</b>			
<b>SECTION: II-I ADMINISTRATION - Leadership</b>		<b>NO: 151</b>	
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**1. PURPOSE:**

To promote barrier-free access to information and materials at the Royal Ottawa Health Care Group (ROHCG) including information affecting health and safety, social and economic well-being, legal rights and obligations and information and materials that staff require to fulfill their professional duties

**2. POLICY STATEMENT:**

The ROHCG respects the rights of all patients, staff and visitors to access public information, and as such, will respond to requests for accessible formats promptly and to the best of our abilities. The ROHCG will place a note and/or icon on publications produced in-house, as well as on applicable documents produced on behalf of the ROHCG (i.e. consultant reports, HR Newsletter, The Client’s Voice, etc.) to indicate that the documents are available in accessible formats upon request. Staff are expected to protect the confidentiality of all requests for accessible formats.

**3. SCOPE:**

The policy applies to all materials, documents and information produced by the ROHCG for patients, staff, visitors and the public at large.

**4. GUIDING PRINCIPLES:**

The Ontario Government requires employers to provide accessible formats to individuals with learning challenges and disabilities to promote equal access to public information.

**5. DEFINITIONS:**

**Accessible Formats:** for the purpose of this policy, shall refer to the production of standard print and/or electronic documentation, including access to information, in a non-traditional manner. Accessible formats include:

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- **Accessible Adobe Acrobat (PDF):** (portable document format) An electronic means of presenting information in order to enable various computer programs to convert the information into a "readable" format.
- **Audio cassettes:** A tape recording of a publication.
- **Braille (Grade 1 & 2):** A reading tactile system using raised dots that when placed in different combinations form a written code enabling publications to be read through touch..
- **Electronic Text:** An electronic means of presenting information in order to enable various computer programs to convert the information into a "readable" format.
- **HTML:** Hyper Text Mark-up Language is an electronic means of presenting information in order to enable various computer programs to convert the information into a "readable" format.
- **Intervention services:** Tactile communication system for deaf/blind persons.
- **Large Print:** The enlargement of the point size for the contents of the print documents in order to enable use by persons with various degrees of visual impairment.
- **Orientation and Mobility services:** Service provided to blind and visually impaired persons to ensure safe orientation from one location to another within a facility.
- **Signed films, videos and meetings:** The spoken word is transferred to a visual sign language by an interpreter.
- **Sign language interpretation:** Visual communication system for deaf persons.

**Barriers:** The *Ontario Disability Act* (ODA) defines a "barrier" as anything that stops a person with a disability from fully taking part in society because of that disability.

## **6. PROCEDURE:**

**6.1 Initiating a Request for Accessible Formats:** A request for any document in a particular accessible format can be made by and/or to any ROHCG staff member. The individual receiving the request will complete a *Request for ROHCG Documentation in Accessible Format Form (Appendix 1)* and submit it to the Director of the applicable department.

**6.2 Accessible Format Document Requests for ROHCG Staff with disabilities:** All documents ROHCG staff may require to perform their professional duties shall be made available by the organization upon request and where technology permits in a format mutually agreed upon between the manager and the staff. Electronic correspondence between staff may also be provided upon request in accessible format..

### **6.3 Roles and Responsibilities:**

#### **6.3.1 The ROHCG will endeavour to:**

- Provide a supportive work environment that seeks to accommodate persons with disabilities in a manner that respects their dignity, right to privacy, confidentiality, good will and positive staff relations.
- Provide and pay for technical aids and services for staff with disabilities as well as repairs to such aids.

#### **6.3.2 The ROHCG Accessibility Committee will endeavour to:**

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- Conduct an effective annual systems review including a re-assessment of internal policies and practices to determine whether recruitment, training and development, employer sponsored social activities, promotion and provision of career opportunities present barriers to persons with disabilities.
- Continuously monitor the program to determine its financial impact on the organization with respect to total volumes and type of requests that are received on an annual basis.

**6.3.3 Managers are expected to:**

- Accept accountability for addressing workplace barriers that may exist and hinder individuals from doing their jobs effectively.
- Ensure that assessment methods or tools used in the staffing process, including tests and interviews, do not constitute barriers.
- Identify documents produced by their department that might require conversion.

**6.3.4 Staff are expected to:**

- Consult with Occupational Health Services, if required, to identify the most appropriate accessible format to fulfill their needs
- Provide the necessary documentation to support their request for accommodation.

**6.3.5 The Director-OHSS is expected to:**

- Contact the requesting individual to gather additional information with respect to: the preferred format, the number of copies desired, the address to be sent to and the expediency of the request to be filled.
- Implement strategies to produce and supply the requested document to the individual ensuring that the request is fulfilled in a timely manner.
- Address any concerns, questions or complaints regarding accessibility issues in consultation with the ROHCG Accessibility Committee.

**6.4 Library - Provision of materials in accessible formats:** Accessible format is of paramount consideration with respect to audio, large prints, electronic books, periodicals, databases and any other information supplied by the ROHCG libraries to those individuals with disabilities. (*Section 18; subsection (2) of the Ontario Regulation 191/11*)

**6.5 Communication:** Information about the ROHCG's Accessibility feedback process will be available to the public via the external website. The ROHCG will respond to all feedback and take appropriate action.

**7. RELATED PRACTICES AND/OR LEGISLATIONS:**

*Human Rights Code*

*Accessibility for Ontarians with Disabilities Act 2005*

**8. REFERENCES: N/A**

**9. APPENDICES:**

<http://oreo.rohcg.on.ca/programs-and-service-teams/accessibility/Resources-FormsTools.cfm>

**Appendix 1 - Request for ROHCG Documentation in Accessible Format Form**