

Procedure	Accessible Formats and Communication Supports	Procedure Number	5.10.10.P2
Refer to	Note - Previously entitled “Notice of Availability and Format of Documents” Accessible Customer Service Policy Number 5.10.10	Original	February 22 2010
		Reviewed	May 2023
		Revised	May 2023
		Next Review Date	May 2025
Written by	Corporate Services	Approved by	Medical Officer of Health

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

HKPR will provide all documents in an accessible format and/or with communication support, upon request, as required by the Integrated Accessibility Standards, including the Health Unit’s Accessible Customer Service policies, procedures, and practices, notices of temporary disruption, training records and written feedback process. In addition to requesting the documents, customers can access documents at www.hkpr.on.ca.

Upon request, the Health Unit will provide or arrange for the provision of accessible formats and/or communication supports for persons with disabilities:

- i) in a timely manner that takes into account the person’s accessibility needs due to disability; and
- ii) at no additional cost.

HKPR will consult with the individual making the request in determining the suitability of an accessible format and/or communication supports.

Employees who receive a request to provide documents in a format different from the original and/or communication supports will complete Form CorpServ 201 and forward the completed form to the Human Resources department for timely follow-up.

Source Documents:

Accessibility for Ontarians with Disabilities Act