

What is a Barrier?



A "barrier" is any thing that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an attitudinal barrier, a technological barrier, a policy barrier or practice.

Where to look for barriers

- Physical facilities
- Service and program delivery
- Human Resources policies & practices
- Technologies
- Access to information & communication practices
- Customer service for persons with disabilities
- Design of public spaces



Policies / Procedures / Practices

- Provision of assistive devices or practices that allow individuals to use their own personal assistive devices.
- Notices of disruption of services posted in public areas.
- Allow people with disabilities to be accompanied by a service animal in those areas that are open to the public.
- Communication strategies that take into account different types of disability .
- Build the accessibility need of employees into their human resources practices.
- Ensuring accessibility when planning for new construction or major changes.



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*We value your input.
Alternate formats of our information are available upon request. We will endeavor to supply a suitable format for your needs in a timely fashion.*



Carleton Place & District Memorial Hospital



ACCESSIBILITY at Carleton Place & District Memorial Hospital



Removing
Barriers for People
Living with
Disabilities in
Ontario

WE CARE !



Hospital Commitment to Accessibility Planning

Carleton Place and District Memorial Hospital is committed to:

- ◆Our values of Accessible Services
- ◆An accessibility policy implemented to affirm and protect the right to health care and treatment that is compassionate, accessible, consistent and respectful
 - ◆The establishment of an Accessibility Committee at the hospital
 - ◆Ensuring hospital by-laws and policies are compliant with accessibility standards
 - ◆The continuous improvement of access to facilities, policies, programs, practice and services for patients and their family members, staff, health care practitioners, volunteers and members of the community regardless of disability
 - ◆Continuous improvement of its accessibility plan through comprehensive annual reviews, periodic staff and patient surveys and the participation of people with disabilities through individual review of the Plan



The purpose of the *Accessibility for Ontarians with Disabilities Act (AODA)* is to “improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province (AODA 2005) “. The purpose of the AODA is accessibility for all by 2025 through the development of standards and enforcement mechanisms.

To fulfill this purpose, Carleton Place and District Memorial Hospital has created a multiyear Accessibility Plan to improve access to patient care in a consistent manner throughout the organization and to ensure compliance with legislation.

Your Commitment

Participation by staff, patients and visitors in identifying barriers are crucial to developing the Annual Accessibility Plan. We encourage you to discuss your concerns with staff or managers or leave your comments or any feedback on the comment cards throughout the hospital or leave a message at 613-253-3829.

What is a Disability?

The Human Rights Code states Disability is:

- 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 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 wheel chair 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.

