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Categories: Policy, Guideline		Approval Date: 2025-07-27
Design of Public Spaces Policy (AODA)		Last Review Date 2025-07-27

A printed copy of this document may not reflect the current electronic version on the LWDH Intranet.

APPENDICES Yes No

PREAMBLE/PURPOSE

Lake of the Woods District Hospital is committed to ensuring that public spaces are accessible to everyone. The organization will comply with all applicable requirements under the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) of the *Integrated Accessibility Standards Regulation (IASR)* when constructing new or redeveloping public spaces.

Statement of Commitment


Lake of the Woods District Hospital is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. LWDH ensures that people with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Definitions

Accessible: Usable by people with a wide range of disabilities.

Disability: As defined under the AODA and Ontario Human Rights Code.

Redeveloped: Significant changes made to a public space that affect usability.

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Public Spaces: Areas intended for public access, including outdoor paths, parking, and waiting areas.

Service Animals: Animals that are individually trained to perform tasks for people with disabilities.

Support Persons: Individuals who assist a person with a disability in communication, mobility, personal care, or medical needs.

Guidelines (Part 4.1- Design of Public Spaces Standards)

Accessible Parking


Lake of the Woods District Hospital will ensure that any newly constructed or redeveloped off-street parking facilities provide standard parking spaces and wider parking spaces with signage identifying them as van accessible. Access aisles will be provided for all accessible parking spaces to ensure individuals can enter and exit their vehicles.

Accessible parking spaces will be designated for the use of people disabilities and will be marked with an accessible permit parking sign. The number of and location of accessible parking spaces will be determined accordance to the IASR.

Obtaining Services

To ensure services are accessible to individuals who use mobility aids or mobility assistive devices, Lake of the Woods District Hospital will comply with the requirements set out in the IASR when:

- Constructing new service counters (including replacing them) and fixed queuing guides; and
- Constructing new or developing waiting areas.

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Exterior Paths of Travel

The organization shall ensure that any exterior paths of travel that are constructed or redeveloped and intended to be maintained meet the requirements set out in the Design of Public Spaces standard.

Maintenance

Lake of the Woods District Hospital shall ensure that procedures are established and communicated for:

- Preventative and emergency maintenance of accessible elements in public spaces.
- Dealing with temporary disruptions when accessible elements required under the Standards for the Design of Public Spaces (IASR) are not in working order.


Inapplicable Public Spaces

Lake of the Woods District Hospital does not provide and as such is not subject to the Standard for the Design of Public Spaces for the following:

- Recreational trails and beach access routes.
- Outdoor public use eating areas.
- Outdoor play spaces.

Part 4.2 – Customer Service Standards

Assistive Devices

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We welcome the use of personal assistive devices to access our services. Staff are trained to support their safe use when needed.

Communication

We will communicate with people with disabilities in ways that consider their disability. Alternate formats and communication support are available upon request.

Service Animals

People with disabilities accompanied by service animals are welcome in all public areas unless otherwise excluded by law. If excluded, alternatives will be arranged.

Support Persons


We welcome support people accompanying people with disabilities. When necessary, fees will be waived or clearly communicated in advance.

Notice of Temporary Disruptions

In the event of planned or unexpected disruptions to accessible services or spaces, notices will be posted with details of the reason, duration, and alternative arrangements.

Training

All staff, volunteers, and third parties who provide services on behalf of LWDH will be trained in AODA requirements and human rights obligations related to accessibility.

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Feedback Process

Feedback on accessibility and the design of public spaces is encouraged and can be submitted in person, by phone, email or through our website. We will respond in a format that meets the individual's accessibility needs, upon request.