



July 31, 2013

Dear Service Provider

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the goal of creating standards to improve accessibility across Ontario. The new Integrated Accessibility Standard established additional requirements for Information, Communication, Employment and Transportation.

Mount Sinai Hospital is a proud supporter of all efforts to create a barrier-free environment. We also recognize our responsibility under the Ontario Human Rights Code respecting non-discrimination and have been working diligently to meet our requirement under both pieces of legislation. The following information will inform you of your responsibilities to people with disabilities as you provide service to them at or for Mount Sinai Hospital.

1. You are required to provide service in a manner that respects the dignity and independence of people with disabilities.
2. You are required to communicate with people with disabilities in ways that take into account their disability and provide services according to individual needs.
3. You are required to give people with disabilities equal opportunity to obtain your services.
4. People with disabilities have the right to use their own personal assistive devices while accessing your services.
5. People with disabilities have the right to use their services animal (eg. Seeing eye dog) while accessing your services.
6. People with disabilities have the right to be accompanied by a support person and have access to that support person while receiving your services.
7. We are required to provide notice in the event of planned or unexpected disruption of services.
8. We must have a process in place to receive feedback on how we are providing our goods and services to people with disabilities.

Your Responsibilities also include the following:

1. Ensure that you and your staff are familiar with our Mount Sinai Hospital policies
2. Use our processes if you receive a complaint.

For more Information, please be aware of the Hospital's policies and training materials located on the internet: <http://www.mountsinai.on.ca/accessibility>

For further information or support, please call the Accessibility hotline at ext. 7268 or email [access@mtsinai.on.ca](mailto:access@mtsinai.on.ca)

Thank you for your ongoing commitment to a barrier free Mount Sinai Hospital.

Sincerely,

Sharon Currie, Chair MSH AODA Committee