

October 2014

Dear Service Provider:

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 was created to improve accessibility in Ontario. The AODA is comprised of five Standards, the first being, Customer Service followed by the Integrated Accessibility Standard which established requirements for Information and Communication, Employment and Transportation. The Design of Public Spaces is the final Standard which has not yet been finalized by the Government.

UHN is committed to inclusion and improving accessibility for members of our community and adheres to the Ontario Human Rights Code which is in keeping with the AODA. We are looking forward to working with you and request that you read the following information which outlines your responsibilities to people with disabilities as you provide service on behalf of UHN.

**You are required to:**

- provide service in a manner that respects the dignity and independence of people with disabilities.
- provide services according to individual needs and communicate with people with disabilities in ways that take into account their disability
- ensure equal opportunity to people with disabilities to obtain your services.
- familiarize yourself and your employees or volunteers with UHN's policies
- alert UHN and follow our policies if you receive a complaint

**People with Disabilities while accessing or receiving your services have the right to:**

- use their service animals and/or personal assistive devices.
- be accompanied by a support person and have access to that support person.

**UHN is required in accordance with the AODA to:**

- provide notice in the event of planned or unexpected disruption of services.
- have a process in place to receive feedback about how UHN is providing goods and services to people with disabilities.

Please review UHN's policies and training resources located at:

<http://www.uhn.ca/corporate/AboutUHN/Accessibility/Pages/default.aspx>

We appreciate your commitment to creating an inclusive and accessible UHN. If you require additional information please call 416.603.5526 or email [accessibility@uhn.ca](mailto:accessibility@uhn.ca)

Sincerely,

**AODA Planning Council**