

February 27, 2018

Dear Family Health Team Executive,

Re: Important information relevant to your Annual Operating Plan Submission

Greetings from Spinal Cord Injury Ontario (SCIO) and our partners, the Ontario Neurotrauma Foundation and the Centre for Family Medicine.

In collaboration with the Ministry of Health and Long-Term Care, we are writing to share important information concerning Ontario legislation regarding accessibility for people with disabilities. Under this legislation (**Accessibility for Ontarians with Disabilities Act – AODA**), the government develops and enforces standards of accessibility, to which you must comply. Your practice may already be fully accessible. Thank you for this commitment.

The **customer service standard** is the first standard developed under AODA. Other standards include transportation, information and communications, employment, built environment and, most recently in development, education and health standards. ([This link https://www.ontario.ca/page/accessibility-legislative-reviews-committees-and-councils](https://www.ontario.ca/page/accessibility-legislative-reviews-committees-and-councils) has tools to clarify the Act.)

We know from the Ministry of Health and Long-Term Care that your Family Health Team (FHT) is in the process of preparing your Annual Operating Plan for submission. One way to help make your practice accessible to people with disabilities is to have an accessible exam table, ceiling track lift and wheelchair accessible weight scales installed in at least one exam room.

If your FHT needs this type of equipment to ensure compliance with the AODA, we recommend that you consider including a business case for the purchase of this equipment in your Annual Operating Plan.

The Ministry of Health and Long-Term Care is receptive to this request and having this equipment will help you comply with the customer service standard of AODA. Dependent on the characteristics of the population you serve, you may wish to consider equipping more than one exam room with an accessible exam table. These tables are much easier to use by elderly people, pregnant women and people with disabilities. Please note that the purchase of such equipment by Family Health Teams whose physician groups are in a capitated or complement compensation model is subject to cost-sharing with physicians.

We've got your back. You've got your future!
Nous sommes là pour vous servir, pour assurer votre avenir!



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Your request for these items in your submission to the Ministry must be supported and, to that end, we are providing an Information Sheet, wording you may wish to use as rationale for your request, and an Accessibility Checklist.

Questions? Please contact Peter Athanasopoulos 416-422-5644 Ext 260 or petera@sciontario.org.

Please note the AODA and customer service standard do not replace or change requirements of other laws related to accessibility that may apply to you, such as the Ontario Building Code Act, 1992 and the Ontario Human Rights Code.

Yours sincerely,

Stuart Howe
CEO
Spinal Cord Injury Ontario

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Nous sommes là pour vous servir, pour assurer votre avenir!

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