

Trillium Drug Program - Policy on Accessibility and Accommodation

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This policy is available in various accessible formats including Braille, audio and large print. For an alternative format or a paper copy, please contact the Trillium Drug Program at Toll Free: 1-800-575-5386, Local: 416-642-3038, TTY Toll Free: 1-800-387-5559.

Summary

The Trillium Drug Program is committed to providing an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect. The Trillium Drug Program aims to provide its services in accordance with the Ontario Human Rights Code (the Code) and the Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005.

The Trillium Drug Program will provide accommodation for needs related to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (including pregnancy and gender identity), sexual orientation, age, marital status, family status and disability (Code-related needs), unless to do so would cause undue hardship. Disability includes, but not limited to, physical disabilities, sensory disabilities, mental health disabilities, visual impairment and “invisible” disabilities such as learning disabilities or environmental sensitivities.

This policy sets out a process to let the Trillium Drug Program work with individuals to make its services accessible to them.

Principles

The following principles will guide the Trillium Drug Program in making its processes accessible:

- Services should be provided in a manner that respects the dignity and independence of members of the public.
- Services should be provided in a manner that fosters physical and functional access to the Trillium Drug Program and promotes the inclusion, and full participation of members of the public.
- All persons should be given equal opportunity to obtain, use and benefit from the Trillium Drug Program. Where required, individualized accommodation will be provided, short of undue hardship.

The Trillium Drug Program will be sensitive to the privacy concerns of those who seek accommodation.

Objectives of the Policy

The purpose of this policy is to ensure that Trillium Drug Program clients are aware of their rights and responsibilities under the Code with respect to accommodation and to set out in writing the Trillium Drug Program's procedures for accommodation.

Application of the Policy

This policy applies to all of the Trillium Drug Program. The Trillium Drug Program will promote equal access for all individuals to fully participate in the program, short of undue hardship. This policy applies to all the Trillium Drug Program and all Trillium Drug Program staff.

This policy will be applied in accordance with the Code, and relevant case law. People who are involved in Trillium Drug Program are entitled to accommodation from the Trillium Drug Program as provided under the Code. Requests for accommodation will be considered on an individualized basis. Please see the section Requests for Accommodation for information on how to make a request.

The Trillium Drug Program's Commitment to Accessibility

The Trillium Drug Program has identified a number of measures to promote a barrier-free built environment, to incorporate principles of universal design and to meet recurring accessibility needs. These are in addition to specific accommodations that may be requested on a case-by-case basis.

All of the Trillium Drug Program's informational materials, forms and notices to the public are available in print and on the Trillium Drug Program's website which follows the W3C Web Content Accessibility Guidelines. All documents created by the Trillium Drug Program are also available, upon request, in alternate formats to accommodate disability-related needs.

The Trillium Drug Program may be contacted by mail, email, facsimile, telephone and TTY line. Both phone lines have a toll free number. The use of message relay services, such as video and Bell Relay services may be requested.

The Trillium Drug Program recognizes that some individuals require the use of support services to assist with daily needs including communication, mobility, personal care or medical needs. The Trillium Drug Program will work to accommodate such services but will not generally arrange for them.

Where an accessibility or accommodation measure provided by the Trillium Drug Program becomes unavailable, the Trillium Drug Program will provide notice as soon as practicable and make reasonable arrangements to make alternate arrangements or reschedule a proceeding to ensure that it is accessible.

Requests for Accommodation

The Trillium Drug Program staff are fully informed of this policy, and the requirements of the Code and will receive and respond to inquiries and requests for accommodation. If you require accommodation from the Trillium Drug Program, contact:

Toronto: 416-642-3038

Toll Free: 1-800-575-5386

TTY (Toll Free): 1-800-387-5559

Fax: (416) 642-3034

Email: trillium@ontariodrugbenefit.ca

Staff will work with you to make the Trillium Drug Program accessible in relation to your needs. Information necessary to understand the basis for an accommodation request and to allow the Trillium Drug Program to respond appropriately should be provided.

The Trillium Drug Program recognizes that accommodation needs may arise during any aspect of the process. If an accommodation issue comes to the attention of Trillium Drug Program staff, it will be directed to the appropriate person.

Training

The Trillium Drug Program will provide training for staff. Training will ensure that Trillium Drug Program employees understand this policy, and understand how to undertake accessibility and accommodation measures in accordance with this policy, the Code and the Accessibility Standards for Customer Service.

The Trillium Drug Program will maintain and update a document describing the Trillium Drug Program's accommodation/accessibility training, including the content of the training and details of when the training was provided and to whom. The Trillium Drug Program will maintain and update a list of community contacts and resources that can assist the Trillium Drug Program in providing accommodation.

Being able to interact and communicate with people with disabilities is a big part of providing accessible customer service. The Trillium Drug Program shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. The best approach to determine how best to accommodate a person with a disability, is to ask the person with a disability how you can best communicate with them.

If a recipient requires additional support please inform your supervisor. The Ministry of Health and Long Term Care is committed to make whatever reasonable accommodation is required.

Staff will keep a record of all accommodation requests and action taken. Copies will be placed in specific case files as appropriate. The Trillium Drug Program will monitor its performance on an ongoing basis.

Feedback

Comments or complaints about the accessibility of the Trillium Drug Program or about accommodation provided by the Trillium Drug Program may be sent to EAPFeedback.moh@ontario.ca