

# Mount Sinai Hospital

## AODA Self-Certified Accessibility Report

	Question	Answer
1	Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis?	YES
2	Does your organization have written accessibility policies and a statement of commitment?	YES
3	Has your organization established, implemented, maintained and posted a multi-year accessibility plan?	YES
4	Does your organization provide its emergency procedures, plans or public safety information that it makes available to public, in an accessible format upon request?	YES
5	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard?	YES
6	Do you provide accessible vehicles or equivalent service to people with disabilities upon request?	YES
7	Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks?	YES