

	MANUAL CORPORATE	Section Human Resources	Pages	Number 037-HR
Subject: Accessibility for People with Disabilities - Customer Service Standard			Date January 30, 2010	
Supersedes: NEW	Cross Reference: Internal policies and procedures		Issuing Authority: Senior Leadership Team	
<input checked="" type="checkbox"/> Charlton Campus	<input checked="" type="checkbox"/> West 5th Campus	<input checked="" type="checkbox"/> King Campus		

1.0 Purpose & Goals Description

The purpose of this policy is to ensure that all persons within St. Joes' community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons who have disabilities. This Customer Service Standard is the first standard of the Accessibility for Ontarians with Disabilities Act (AODA) where it requires our organization to identify, remove and prevent barriers for people with disabilities.

2.0 Principles

St. Joseph Healthcare Hamilton ("SJHH") is committed to providing a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services for employees, patients and visitors.

SJHH is committed and will strive to ensure, that the Accessibility for Ontarians with Disabilities Act (AODA), the standards and all other relevant legislation concerning accessibility are rigorously observed.

3.0 Accountability

This policy applies to all people working at or for St. Joseph's Healthcare Hamilton.

This policy also applies to SJHH activities occurring on premises or off-site activities.

4.0 Equipment/Supplies

A list of assistive devices available on SJHH's premises include, but not limited to; Wheelchairs at all entrances; elevators; automatic door openers and main entrances, walkers where possible; paper and pens for hand written notes; large print, digital audio format, Braille; ASL; MedBridge for print out discharge information; Accessible interactive kiosks; TTY for individual use; telephone amplifiers. These will be made readily available at each facility at the Front Desk Information or other designated locations.

These policies are for internal use only at **SJHH** and are **CONTROLLED** documents as are all management system files on the intranet. Any documents appearing in paper form are not controlled and should **ALWAYS** be checked against the intranet version (electronic version) prior to use

5.0 Policy:

SJHH will provide all goods and services in a way that respects the dignity and independence of people with disabilities. Services will be provided in a manner that takes into account the person's disability/ies.

5.1 Providing Goods and Services to People with Disabilities

People with disabilities will be given an equal opportunity to obtain, use and benefit from SJHH products and services.

5.2 Communication

SJHH service providers will communicate with people with disabilities in ways that respectfully take into account their disability/ies. This includes, but is not limited to, large print, Braille, ASL, LSQ, captioning, and videos that may be helpful to some people who have certain learning disabilities.

5.3 Inclusive Meetings

SJHH will strive to ensure that meetings are inclusive, planned and are organized in a manner that integrates products and services that maximize the participation of person's with disabilities.

5.4 Assistive Devices

People with disabilities have the right to use their own assistive devices to obtain, use or benefit from SJHH's goods and services. We will ensure that all employees, physicians, volunteers and others dealing with the public are trained and familiar with various assistive devices that may be used by persons who have disabilities while accessing our services. In the event that the assistive device appears unsafe SJHH will speak with the person using the assistive device to determine whether they have access to another assistive device of their choice or, with the person's consent, attempt to identify and temporarily provide a substitute assistive device.

5.5 Telephone Services

SJHH will provide accessible telephone service, including but not limited to, TTY and relay services and will train all applicable employees, volunteers and others dealing with the public about how to communicate over the telephone in clear and plain language.

5.6 Format of Documents

SJHH will provide information or documentation, as required, in a format that takes into account the person's disability and accommodates their need for accessible format.

SJHH and the person with a disability will agree upon the format to be used for the document or information.

5.7 Use of Service Animals

People with disabilities who are accompanied by a service animal have the right to access SJHH and keep the service animal with them while accessing SJHH's services.

SJHH will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

5.8 Support Persons

People with disabilities who are accompanied by a support person have the right to have that support person accompany them while accessing services at SJHH.

5.9 Notice of Temporary Disruptions

In the event of a planned or unexpected disruption in the services used by people with disabilities SJHH will post alternate format notices in conspicuous locations, including but not limited to, public entrances, information desks, and reception desks.

5.10 Training

SJHH will provide training to all employees, physicians, volunteers and others who deal with the public or other third parties on SJHH's behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

5.11 Feedback Process

The process for providing, feedback regarding how SJHH provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box or through the database for comment. Patients and visitors may also be directed to Patient Relations.

6.0 Procedure:

All procedures can be found on the internet under Patient and Visitors information

6.1 Service Animal Procedure

6.2 Support Person Procedure

6.3 Notice of Disruption Procedure

6.4 Feedback Complaint Procedure

7.0 Definitions

Assistive Device: Any technical aid, communication device that is designed, made, adapted or customized to assist a person with a disability to increase, maintain, or perform a particular task. Assistive devices include but are not limited to, canes, crutches, walkers, wheel chairs, and shower chairs.

Barrier: A barrier is defined as "anything that prevents a person with a disability from fully participating in all aspects of society because of their

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disability. It includes a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier ... a policy or a practice barrier." (Ontarians with Disabilities Act, 2001).

Disability:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Discrimination: The unequal treatment of groups or individuals, either by a person or a group or an institution which, through the denial of certain rights, results in inequality, subordination and/or deprivation of political, educational, social, economic and cultural rights.

Persons with Disabilities: Persons who, because of a long-term or recurring physical or mental condition, experience difficulties in carrying out the activities of daily living. Many people prefer this terminology when referring to them.

Service Animal: May apply to animals other than dogs that provide service to people who have disabilities, including: cats, rabbits, etc. Such service animals may be used to assist a person who is Blind, has a vision impairment or low vision; a person who is Deaf, deafened or hard of hearing; a person who has a mobility disability or difficulties with strength or dexterity; a person who has autism or a developmental disability; a person who has a mental health disability; and many other reasons.

Support Person: A support person is an individual hired or chosen by a person with a disability. The support person could be a paid personal support worker, a volunteer, a friend or a family member. The support person does not necessarily need to have special training or qualifications. The Support Person accompanying the person with a disability may provide some of the following tasks: accompany the person; communication information on the person's behalf; taking care of details, money, etc.; physically transferring an individual from one location to another; assisting an individual with eating; provide medications; tend to personal care such as using the washroom; and access to goods and services.

8.0 Cross Reference

Standards of Behaviour

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All current SJHH internal Policies and Procedures, education materials and practices.

The legal requirements of the accessibility standards for customer service are set out in Ontario Regulation 429/07,

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

9.0 Acronyms

SJHH = St. Joseph's Healthcare Hamilton

ASL = American Sign Language

TTY = Talk To You; Terminal Type for Telecommunications Device for the Deaf

LSQ = Learning Styles Questionnaire

10.0 Developed By

Human Resources

11.0 In Consultation With

Occupational Health and Safety, Risk Management, Public Relations, Patient Relations, Building services, Redevelopment.

12.0 Approved By

The Senior Leadership Team