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| Title: Accessibility – Assistive Devices | |
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POLICY STATEMENT:

It is Mackenzie Health's policy that people with disabilities may use their own personal assistive devices or those which may be offered by the hospital, while receiving care and services provided by the hospital, consistent with the principles of independence, dignity, integration and equality of opportunity, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If a person with a disability uses an assistive device, the person will be allowed to enter into all Mackenzie Health premises with the device and to use the device, unless not allowed by law or on the basis of medical or safety considerations. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

Where the device is not allowed by law or on the basis of medical or safety considerations, staff will provide a reason and look for other ways for the person to receive the care and/or services. Possible barriers to the use of assistive devices will be removed where they can be.

The hospital will also ensure that all staff, physicians, volunteers, students, contractors and others dealing with the public are properly trained on how to use the assistive devices available in the hospital.

RESPONSIBILITY:

All employees, physicians, volunteers, students, contractors and all others, who have a working relationship with the hospital, will interact with people with disabilities in a

manner, providing equitable care that respects dignity and independence to achieve patient and family centered care.

DEFINITIONS:

Accommodation: The special arrangement made or assistance provided so that customers with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.

Assistive Device: A technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Assistive Devices include but are not limited to:

- physical assistive devices - cane, walker, wheelchair, electric scooters, grasping devices
 - communicative Devices - hearing devices, laptop computers, personal data assistant (PDA), cell phones, TDD/TTY telephones, UbiDuo
 - visual Aids - magnification devices, Braille devices, white canes, glasses
 - medical Assistive Devices - personal oxygen tanks
- (Accessibility for Ontarians with Disabilities Act, 2005)

Customer: Persons to whom the hospital provides goods and services and those who access the hospital facilities for the purpose of conducting business with the hospital.

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.

Telephone Device for the Deaf (TDD/TTY): The Telephone Device for the Deaf (TDD) or Teletypewriter (TTY) transmits a visual signal over the standard telephone line. This technology is available for individuals with severe to profound hearing loss or poor speech recognition ability. As one person types his or her message, the signal is



transmitted along the telephone line and is decoded at the other end by the telephone receiver. It is necessary for both parties to have a system to communicate.

Training: Training could be provided through workbooks, videos, handouts such as fact sheets or brochures at an orientation session, through a mandatory online module, in a classroom setting or other format. (Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07 p. 28.)

UbiDuo: Enables deaf/hard-of-hearing people to communicate with people without barriers. The UbiDuo is a two-screen, two-keyboard electronic communication device. It is completely portable, wireless, and operates in real time.

GUIDELINES:

Mackenzie Health is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

At no time will a person with a disability who uses an assistive device be prevented from having access to and/or using that device while on our premises, unless the device is not allowed by law or on the basis of medical or safety considerations. For example, the wearing of hearing aids while undergoing an X-Ray or MRI procedure.

If possible, situations where the patient is not permitted the use of their assistive device will be discussed with the individual in advance and appropriate measures will be taken. If a person with a disability is deprived of access to their assistive device for any reason, the hospital will assume the responsibility of providing equivalent support, as identified by the disabled person.

REFERENCES:

- Accessibility for Ontarians with Disabilities Act. (2005). Retrieved February 5, 2010 from http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm
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APPENDIX A:

Training for staff:

Mackenzie Health will provide training to all employees, physicians, volunteers, students, contractors and all others who deal with the public.

Mandatory training will be provided to all current staff, volunteers and physicians, students, contractors and to new staff during their respective orientations to Mackenzie Health. Training will also be provided on an ongoing basis when changes are made to these policies, practices and procedures. Records of all training, including content and participants will be maintained by the hospital.

Policy and Procedure Coordinator will receive training to ensure that all policies and procedures are in compliance with the Accessibility Standards for Customer Service (2005).

Training will include the following:

- the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards;
- how to identify, interact and communicate with people with various types of disabilities;
- Mackenzie Health's policies, practices and procedures relating to the customer service standards;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use or access the equipment or devices available on provider's premises or otherwise that may help with the provision of accessing health care services to people with disabilities;
- what to do if a person with a disability is having difficulty in accessing our services