

Title: Accessibility - Customer Service Policy	
Manual: Hospital Wide Master Policy	Type: Policy and Guidelines
Section: Accessibility - Customer Service Policy	Additional Sections (if indicated):
Developed by: Accessibility Task Force	Original Effective Date: 2010 / 03
Approved by: Clinical Policy and Procedure Review Committee Choose an item. [year/month]	Date Revised: 2012 / 10
	Date Reviewed:
Cross references: Interpreter / Translator Services, Patient Concerns Resolution Process, Accessibility – Service animals, Accessibility – Use of a Support Person	
Key Words: accessibility, disability, guide dog, service dog, service animal, assistive devices, support person, accommodation, disabilities, mental health, communication, barrier free, barrier	

POLICY STATEMENT:

It is Mackenzie Health’s policy that people with disabilities be given an opportunity equal to that given to others to obtain, use and benefit from the provision of goods and services by the hospital, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (2007). We are committed to meeting the accessibility needs of persons with disabilities in a timely manner.

This policy is supported by procedures which outline the detailed processes and accommodations pursuant to this policy.

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
 - 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.

Guide Dog: A guide dog as defined in section 1 of the Blind Persons Rights' Act, (1990), is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons Rights' Act, (1990).

Service Animal: Any animal used by a customer with a disability for reasons relating to the disability where it is:

- readily apparent that the animal is used by the customer for reasons relating to his or her disability; or where the customer provides a letter from a physician or nurse confirming that the customer requires the animal for reasons relating to the disability;
- where the customer provides a valid identification card: and/ or
- training certificate from a recognized guide dog or service animal training school.



Support Person: A person who accompanies a customer with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications. (Accessibility for Ontarians with Disabilities Act, 2005).

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.)

GUIDING PRINCIPLES:

Mackenzie Health is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication:

We will communicate with people with disabilities in ways that take into account their disability.

We will provide training to staff, physicians, volunteers, students and contractors who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone services:

We are committed to providing fully accessible telephone service to our customers. We will provide training to staff, physicians, volunteers, students and contractors to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

TTY sets are available upon request to be installed in a patient's room.



A TTY equipped Bell Pay Telephone is available in the Main Lobby of Mackenzie Health.

Assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

We will provide training to staff, physicians, volunteers, students and contractors on various assistive devices available on our premises for customers:

Use of service animals:

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

We will also ensure that all staff, volunteers, physicians, students, contractors and others dealing with the public have received training in how to interact with people with disabilities who are accompanied by a service animal.

Support Person:

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter York Central Hospital's premises with his or her support person.

A person with a disability who is accompanied by a support person will have access to his person unless it is a controlled access area, including but not limited to surgical suites, procedure rooms, and Post Anaesthetic Care Unit.

Notice of temporary disruption:

Mackenzie Health will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Feedback process:

The ultimate goal of Mackenzie Health is to meet and surpass expectations including when serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Mackenzie Health provides health care services to people with disabilities can be made by:

- using Patient Feedback Forms,
- via Email and Mackenzie Health Website



- via phone call to Patient Relations Department
- by any other appropriate method

Complaints will be addressed according to Mackenzie Health's Patient Concerns Resolution Process.

Modifications to this or other policies:

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Mackenzie Health that does not reasonably respect and promote the dignity and independence of people with disabilities will be modified or removed. All policies and procedures are vetted through the Policy and Procedure Coordinator. This position ensures all Policies and Procedures meet all Mackenzie Health standards including those under legislation.

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.

Review and Revision:

This policy will be reviewed annually and following any legislated changes or based on feedback and evaluation.

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
- Accessibility for Ontarians with Disabilities Act, Customer Service Standard 429/07. (2005). Retrieved February 5, 2010. from http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm
- Blind Persons' Rights Act, R.S.O. 1990, c. B. 7. (1990). Retrieved February 5, 2010 from http://e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90b07_e.htm
- Ministry of Community and Social Services (2008) Compliance manual: Accessibility standards for customer service, Ontario regulation 429/07. Retrieved February 25, 2010 from http://www.mcscs.gov.on.ca/documents/en/mcss/accessibility/ComplyingStandards/compmanreg429_07/ComplianceManual.pdf
- Town of Richmond Hill. (2010) Accessible customer service policy. Retrieved February 10, 2010 from http://www.richmondhill.ca/documents/accessible_customer_service_policy.pdf
- Trillium Health Centre. (2009) Accessible Customer Service at Trillium. Retrieved February 10, 2010 from <http://www.trilliumhealthcentre.org/about/accessibility.html>