

 <p><b>Haldimand War Memorial Hospital &amp; Edgewater Gardens</b></p> <p><b>Policy and Procedure Manual Management</b></p>	<p><b><u>Dir. No: 1.81</u></b></p>
<p><b>POLICY:</b> Accessibility for Ontarians with Disabilities</p>	<p><b>AUTHOR:</b> Accessibility Committee</p>
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<p><b>REFERENCE:</b> Accessibility for Ontarians with Disabilities Act, 2005 Ontario Regulation 191/11 – Integrated Accessibility Standards Blind Persons’ Rights Act, 1990 Ontario Human Rights Commission</p>	

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## **POLICY**

It is the policy of Haldimand War Memorial Hospital (HWMH) and Edgewater Gardens Long Term Care (EG) that it is committed to providing goods and services to all of its residents and customers in a manner which reflects service excellence.

As part of our service excellence we recognize the diverse nature of the persons we come into contact with. To accomplish this HWMH and EG will establish and adopt policies and procedures which will promote accessibility for persons with disabilities. We will provide our goods and services in an integrated fashion and in a manner which promotes compassion, respect, honesty, teamwork and service.

## **PURPOSE**

The purpose is to implement the *Ontarians with Disabilities Act, 2005* and Ontario Regulation 191/11 – Customer Service Standards which addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals with persons with disabilities;
- The use of support persons by persons with disabilities’
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability and format of document.

## **SPECIAL INSTRUCTIONS**

The Chief Executive Officer will assure this policy is communicated throughout the hospital group. Managers and supervisors will ensure that all staff receives appropriate training to the provisions of this policy.

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## PRINCIPLES

### 1. **Provision of Goods and Services to Persons with Disabilities**

HWMH and EG will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of HWMH and EG goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the goods or services; and
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the HWMH and EG goods and services.

### 2. **Assistive Devices**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from HWMH and EG goods and services. Exceptions may occur in situations where it is determined that the assistive device may pose a risk to the health and safety of others on the premises. In these situation and others, HWMH and EG may offer a person with a disability other reasonable measures of assistance in obtaining, using and benefiting from HWMH and EG goods and services.

The following devices are available to assist patients, staff, physicians and volunteers in communicating effectively:

- **Pocket Talkers:** Pocket talkers are available to amplify conversation for individuals who are hard of hearing; both HWMH and EG have two pocket talkers; at HWMH, one pocket talker is kept on the In-Patient Unit; the other is with the Activity Program.
- **TTY (teletypewriter) phones:** The TTY allows the user to send a message over the phone through a keyboard. The TTY user dictates the conversation to the operator. The operator relays the conversation to the TTY phone; the TTY conversation is then relayed to the regular phone user. This service is confidential and the only cost is any long-distance charges that would regularly apply. Local calls are free.
- **Bell Relay:** The Bell Relay Service (BRS) allows hearing and speech impaired people to communicate with other persons by phone with specially trained operators acting as intermediary. Relay operators are available 24 hours a day, 7 days a week. To contact an individual by phone using the BRS, call 1-800-855-0111.
- **Language Line:** Communication can be increasingly difficult if the individual does not have English as their first language. Language Line provides access to an interpreter over the phone 24 hours a day, 7 days a week. Interpreters are available in more than 170 languages.

### 3. **Notice of Availability and Format of Documents:**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted in the website and available through contacting: Jessica Field, Human Resources Coordinator at (905) 774-7431 ext. 1401 or by e-mail at [jfield@hwmh.ca](mailto:jfield@hwmh.ca). HWMH and EG will employ a variety of formats when possible to support information dissemination and dialogue. These may include but are not limited to large print, email, simplified summaries, illustrations, verbal

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communication and American Sign Language (ASL) Interpretation. Staff can request an ASL interpreter, by contacting the Canadian Hearing Society, Ontario Interpreter Services (OIS) at 1-866-518-0000 or email [interpreting@chs.ca](mailto:interpreting@chs.ca).

To arrange the OIS interpretation service, information needed is an appointment date and time, how long the appointment will be the location and a hospital contact person.

To arrange the use of the Bell Relay Service for the Text Teletypewriter (TTY) service, call 1-800-855-0111 or for Voice Carryover (VCO) users, call 1-800-855-0511 (Rogers).

HWMH and EG shall prepare any additional documents describing it policies, practices and procedures as may be required by Ontario Regulation 191/11 and, upon request, shall give a copy of such documents to any person. Further, HWMH and EG shall notify persons to whom it provides goods and services that the documents under Ontario Regulation 191/11 are available upon request.

HWMH and EG shall give the person the documents, or the information contained in the documents described above, in a format that takes into account the person’s disability.

**4. Use of Service Animals and Support Persons:**

HWMH and EG welcome people with disabilities who are accompanied by a service animal. When a patient, family member or visitor enters the campus (HWMH & EG) with a service animal every effort will be made to accommodate and ensure that the surroundings will allow the individual to effectively maintain their relationship with the animal. If this is not possible due to health or safety concerns, a mutually agreed upon location for the animal may be identified for a limited time. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the service animal.

**5. Support Persons**

Any person with a disability who is accompanied by a support person will be allowed to have the support person present while on the premises unless it becomes a health or safety risk. In this instance, other provisions will be made to ensure that the individual receives the support otherwise provided by the support person. In some cases, it may be necessary to seek the consent of the person with the disability prior to discussing confidential information in front of the support person. If, and where, an admission fee if applicable for a person with a disability, a support person assisting the person with a disability may attend at no charge.

**6. Notice of Temporary Disruption:**

HWMH and EG will provide 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. Information on disruptions will be provided where people with disabilities receive information including the HWMH and EG website, posted material on the doors, overhead announcements when appropriate, and notification to all hospital employees. Patients may also be contacted by phone prior to an appointment to advise them of the change/distribution and alternatives.

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**7. Feedback Process:**

HWMH and EG want to meet and exceed the customer service standards and provide patient, resident and family-centered care to people with disabilities. Feedback is welcomed and appreciated.

Everyone is encouraged to provide feedback in a variety of formats including but not limited to:

- Concern Brochure box
- Contacting us through the website [www.hwmh.ca](http://www.hwmh.ca) or [www.edgewaterlhc.ca](http://www.edgewaterlhc.ca).
- Random patient satisfaction surveys

**8. Response Process:**

HWMH and EG encourage feedback from all individuals. All feedback submissions regarding Accessibility will be reviewed by Management and/or the Accessibility Committee for response. All responses will be provided in a timely manner and made available through a variety of formats including but not limited to: in person, verbally or in writing through e-mail or by telephone.

**9. Training:**

HWMH and EG will ensure appropriate levels of training to all employees, volunteers, students, agents, contractors and others who deal with the public or other third parties on behalf of HWMH and EG as well as those who are involved in the development and approvals of policies, practices and procedures dealing with the provision of goods and services to the public or other third parties.

This training will be provided to all staff as soon as practicable and in keeping with the requirements of Ontario Regulation 191/11. The amount of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

Records of training will be kept that includes the dates on which training occurred and the number of persons trained.

Training will include the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use and assistive device or require the assistance of a service animal or a support person
- How to use the assistive devices available at HWMH and EG.
- What to do if a person with a disability is having difficulty in accessing the HWMH's and EG's goods and services
- HWMH's and EG's policies, practices and procedures relating to the provision of goods and services to the public and other third parties

Staff will also be trained on an ongoing basis when changes are made to policies, practices and procedures dealing with the provision of goods and services to the public and other third parties.

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***Modifications to this or other Policies:***

HWMH and EG is 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. HWMH and EG will consider the modification or removal of any polices that do not respect and promote the dignity and independence of people with disabilities on an ongoing basis.

***Definitions:***

The *Accessibility for Ontarians with Disabilities Act, 2005* contains and refers to various definitions that are relevant to this policy, some of which are set out below.

**Barrier** means “anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.” This could include a physical barrier, and architectural barrier, information or communications barrier, and attitudinal barrier, a technological barrier, a policy or a practice.

**Disability** means,

- (a) 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,
- (b) a condition of mental impairment or a developmental disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) 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** means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons’ Rights Act, 1990)

**Service animal** means an animal acting as a service animal for a person with a disability, if:

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or,
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
  - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - (ii) A member of the College of Chiropractors of Ontario.
  - (iii) A member of the College of Nurses of Ontario.
  - (iv) A member of the College of Occupational Therapists of Ontario.
  - (v) A member of the College of Optometrists of Ontario.

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(vi) A member of the College of Physicians and Surgeons of Ontario.

(vii) A member of the College of Physiotherapists of Ontario.

(viii) A member of the College of Psychologists of Ontario.

(ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

**Support person** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services, or facilities. AODA Integrated Accessibility Standards O. Reg. 165/16, s. 16.