


ADMINISTRATION POLICIES AND PROCEDURES MANUAL

Policy Covering: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE			
Effective Date: March 2019	Section: General Administration	Policy # ADM 1-15	
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Prepared By: VP of Human Resources	Supersedes Policy #/Dated: ADM 1-15/August 2017	Page 1 of 10	
Cross Reference:			
		Related Forms:	
Reviewed by: Accessibility Committee			
Issued By: President & CEO 			

PURPOSE:

Hanover and District Hospital (HDH) is committed to promoting and providing an environment where respect, independence, and dignity are demonstrated at all times to all patients equally. Patients and visitors are encouraged and supported to use the assistive devices they require to ensure access to the programs and services offered by HDH. HDH supports the right of patients and visitors to be accompanied by a support person or service animal, except where excluded by law.

This policy establishes the accessibility standards for customer service for Hanover and District Hospital, in accordance with Ontario Regulation 429/07. The policy applies to all staff, volunteers, and others providing goods and services on behalf of the hospital to the public.

POLICY:

HDH shall provide accessible service for our patients and visitors. Persons with disabilities shall be given an opportunity equal to that given to others.

HDH shall provide training to staff, volunteers and others providing goods and services to persons with disabilities as prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard Ont. Reg. 429/07*.

HDH staff, volunteers and others providing goods and services to persons with disabilities must meet and abide by the requirements of accessibility standards established by *the Accessibility for Ontarians with Disabilities Act, 2005*

DEFINITIONS:

Accessible: Customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached; or entered; obtainable.

Assistive Device: Used by people with disabilities to help with daily living. They include a broad range of products such as but not limited to walkers, canes, wheelchairs, oxygen tanks, portable chalk boards and electronic communication devices that people may bring with them to the hospital.

Disability:

- Any degree of physical infirmity, malformation or disfigurement that requires assistance (for additional information or clarification, see the AODA, 2005).
- A condition of mental impairment or a developmental disability
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Service Animals: Any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

PROCEDURES:**SECTION ONE (1): Accessibility – Standards for Customer Service**

Senior management is responsible for:

- Amending existing policies as needed to comply with the Accessibility Standards for Customer Service;
- Overseeing, monitoring and supporting the implementation of Accessibility Standards for Customer Service in the workplace;
- Ensuring practices are consistent with the core principles of independence, dignity, integration and equal opportunity and;
- Ensuring that the workplace permits and facilitates the use of assistive devices, service animals and /or support persons by those seeking customer service;
- Implementing , monitoring and evaluating compliance of Accessibility Standards for Customer Service;
- Ensuring front line staff and volunteers interacting with patients/clients know the Accessibility Standards for Customer Service and are trained in client specific accessibility standards and procedures where appropriate for each service area; and
- Ensuring patient information includes education of the accessibility customer service standards.

Joint Health and Safety Committee is responsible for:

- Reporting the required information by legislation, on the implementation of Accessibility Standards for Customer Service to the Ministry of Social Services;
- Updating the annual accessibility plan; and
- Providing input into policy and procedure development for Accessibility Standards for Customer Service.

Employees, Volunteers, and others providing services on behalf of the hospital are responsible for:

- Supporting the implementation of the Accessibility Standards for Customer Service in the workplace;

- Considering accessibility and customer service for people with disabilities as part of the regular development and ongoing review of existing policies and Accessibility for Ontarians with Disabilities Act 2005(AODA);
- Participating in required education related to the Accessibility Standards for Customer Service;
- Forwarding feedback from patients/client regarding the Accessibility Standards for Customer Service to their immediate supervisor/manager ;
- Interacting with patient /client population encouraging self-identification of disabilities by asking "How may I help you?";
- Noting that the availability of Hanover and District Hospital Accessibility policies will be posted in a conspicuous place on the premises and/or on the Hanover and District Hospital web page (the intranet and internet); and
- Ensuring that all policies and procedure documents related to Accessibility are available to the public, in a format agreed upon with the person with a disability.

If issues or concerns arise regarding the Accessibility Standards for Customer Service, an Unusual Incident form should be completed.

SECTION TWO (2): Accessibility - Guide Dogs and Other Service Animals

- Guide dogs and other Service animals may accompany people with disabilities in all areas of the hospital except where excluded by law or where there is a significant risk to a staff person or member of the public (identified risk of severe allergic reaction).
- Staff and person with a disability will collaborate, discuss and develop an accessibility plan identifying necessary support arrangements.
- Infection Control must be considered by staff when a service animal accompanies a person with a disability throughout the hospital. Staff must notify Infection Control if there is a service animal on the premises implementing Policy ADM 6-70 of the Administration Manual.
- Guide dogs and other Service animals are not permitted where sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
 - Operating Rooms;
 - Minor Procedure Rooms or Rooms where sterile interventional procedures are occurring;
 - In any room where radiation exposure occurs (X-ray, CT); and
 - Rooms in which transmission based precautions are in place (Isolated rooms).
- Staff will collaborate and discuss with the person with a disability areas where the presence of a Guide dog or Service animal is not allowed prior to their arrival (when possible) and develop alternate arrangements.
- The care of the Guide dog or Service animal is the responsibility of the owner.
- If in accordance with this policy, it becomes necessary to separate the Guide dog or Service animal from its owner, health care personnel will make all reasonable efforts to help facilitate the transfer of the animal to a designated person.
- The person who requires the Guide dog or Service animal may be asked to provide documentation from a regulated health professional, or documentation from the Ministry of the Attorney General's office confirming that the person requires a Guide dog or Service animal.

SECTION THREE (3): Accessibility - Patient Feedback

- The right of any individual to provide feedback on the provision of goods and services is encouraged by the hospital.

- Feedback may be in person, in writing, by e-mail, telephone, electronic text or other methods as agreed upon between the individual and the hospital.
- The Hanover & District Hospital will ensure the feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.
- Feedback is directed to the Manager and/or designate who will coordinate with necessary resources as required, addressing the concerns of the person providing the feedback.
- Hanover and District Hospital participates in the NRC Picker Patient Satisfaction Survey which provides patients the opportunity to comment on any number of services provided during their stay. Accessibility concerns will be reviewed by the Joint Health and Safety Committee
- The Accessibility Working Group, inclusive of persons with disabilities, will provide feedback related to Accessibility to the Joint Health and Safety Committee for inclusion in the annual Accessibility Planning Report.
- The Environmental CQI team provides recommendations for the removal of barriers to accessibility to senior administration of Hanover and District Hospital.

SECTION FOUR (4): Accessibility - Personal Assistive Devices

- The right of the individual to use a personal assistive device while accessing goods and services provided by Hanover and District Hospital is respected and accommodated.
- A patient's assistive device(s) will remain with the patient at all times except where there is a requirement for exclusion of said device:
 - Due to infection control risk
 - Risk of harm to the device and/or individuals
- Staff will develop a plan with the person with the assistive device to arrange for alternate support in the event that the assistive device is unable to stay with the patient.

SECTION FIVE (5): Accessibility - Support Person

- In certain cases, the Hanover & District Hospital might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, the Hanover & District Hospital will:
 - Consult with the person with the disability to understand their needs
 - Consider health or safety reasons based on available evidence
 - Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.
- In such a situation, the Hanover & District Hospital will waive the admission fee or fare for the support person, if one exists.
- Support persons may accompany people with disabilities in all areas of the hospital except where excluded by law.
- Where a support person is excluded by law, Hanover and District Hospital will accommodate an alternative for the person with disabilities to access our goods and services.
- Support persons may not be permitted in areas where some sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
 - Operating Rooms,
 - Minor Procedure Rooms (case specific)
 - In any room where radiation exposure occurs (X-ray, CT)

- Staff will inform the person with a disability of areas where the presence of a support person is not allowed prior to their arrival (when possible) and will develop an accessibility plan with the individual identifying alternate support arrangements.
- Confidentiality and privacy of the person with a disability and other clients will be respected at all times by staff and may be requested of the support person where applicable (i.e. group counseling sessions)
- Staff may request a support person be provided by the patient in order to protect the health and welfare of a person with disability.
- Patients with disabilities must be allowed to use their support persons while accessing the organization's goods or services on the parts of the premises open to the public or third parties.

SECTION SIX (6): Accessibility – Training

- Training is provided to all members of our organization on accessible customer service
- Training includes a review of the purposes of the Act, the requirements of the Regulation(s) and instruction about:
 - How to interact with persons with various types of disabilities;
 - How to interact with persons with disabilities who use an assistive device, require assistance of a service animal or the assistance of a support person;
 - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability; and
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Training will be provided as soon as is practical after he or she is assigned the applicable duties.
 - New staff will receive training through the Hospital's Orientation Process
- Notification of changes to policies, practices and procedures and any associated training requirements are distributed via Outlook, hospital intranet, or messaging system as applicable.

SECTION SEVEN (7): Accessibility – Disruption in Services

- If there is a temporary disruption in goods, facilities and or services in whole or in part, the Hanover and District Hospital shall give notice of the disruption to the public.
- Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- Notice may be given by posting the information at a conspicuous place on Hospital premises, and by posting it on the hospitals website, or by such other method as is reasonable in the circumstances.

REFERENCES:

1. Accessibility for Ontarians with Disabilities Act, 2005
2. Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07
3. Americans with disabilities Act, 1990
4. Blind Persons' Rights Act. R.S., c. 40, s. 1, s. 2
5. Accessibility for Ontarians with Disabilities Act, 2005. Taking a close look at the Standards: Impact and Implications. Ontario Hospital Association Conference November 17, 2008. Toronto, ON
6. Canadian National Institute for the Blind Kitchener, ON. Accessibility Specialist

7. Accessibility, Corporate Manual, Cambridge Memorial Hospital, September 2009.
8. Accessibility Service Animals, St. Thomas Elgin General Hospital, September 2009.

APPENDIX:

Appendix A – Guidebook for Accessibility Standards for Customer Service



GUIDEBOOK FOR ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Cross Reference: Accessibility Standards for Customer Service Policy (ADM 1-15)

Reviewed March 2019

ACCESSIBILITY - GUIDE DOGS AND OTHER SERVICE ANIMALS

Clinical Note: Guide dogs and other service animals are not pets but working animals. Hanover and District Hospital (HDH) staff, physicians, volunteers, and students providing goods and services to persons with disabilities will refrain from touching or petting guide dogs and other service animals.

GUIDELINES

1. Tips on interacting with a patient who uses a service animal:
 - a. A service animal is a working animal, not a pet.
 - b. Avoid touching or addressing Service animals: they are working and are required to pay attention at all times.
 - c. Avoid making assumptions about the animal. Not all Service animals wear special collars or harnesses. If you are not sure if the animal is a pet or Service animal, ask the person with a disability.
 - d. Patient is responsible for the care and supervision of their Service animal. Staff is not expected to provide care or food for the animal. However, staff can provide water for the Service animal if the patient requests this.

2. Service animals and their roles:

Service Animal	Key Tasks	Users
Autism assistance or service dog.	<ul style="list-style-type: none">• Keeps a child from running into danger and provides assistance when sensory stimulus is heightened. Dog is attached to the child's waist by a belt and a leash held by an adult.	People with autism or other developmental/intellectual disabilities.
Guide dog, dog guide or seeing eye dog	<ul style="list-style-type: none">• Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles.	People with vision loss.
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal	<ul style="list-style-type: none">• Alerts owner to sounds often by a nudge or pawing and leads him/her to the source of the sound.• May use a special signal to alert owner to fire alarm.	People who are Deaf, oral deaf, deafened or hard of hearing.
Psychiatric service dog	<ul style="list-style-type: none">• Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc.	People with mental health disabilities.
Service or mobility dog or animal, special skills dog or animal (Small ponies or miniature horses are used but are not as common).	<ul style="list-style-type: none">• May pull wheelchairs, carry objects, pull items, turn handles or push buttons such as door openers. Larger dogs may provide balance support.	People with physical disabilities.

Seizure, seizure alert, seizure assist or seizure response dog or animal

- Steers owner from danger during a seizure, activates medical alert
- Can alert owner to an oncoming seizure

People who have epilepsy or other seizure disorders.

Ministry of Community and Social Services Training Resource - Customer Service Standard 429/07 Pg. 27

ACCESSIBILITY - PERSONAL ASSISTIVE DEVICES

GUIDELINES

1. When communicating with a person with a disability, do so in a manner that takes into account the person's disability.
2. Think about and/or learn how people with disabilities communicate. Be flexible in planning your approach, use of written, spoken, or picture form or other assistive device may be useful.
3. Ask the patient directly about their preferred method of communication
4. Plan ahead where possible to ensure the appropriate assistive device is available.
5. A variety of assistive measures are available for patients such as: lifts, staff resources, physiotherapy, wheelchair, etc.

ACCESSIBILITY - SUPPORT PERSON

GUIDELINES

1. Support person role:
 - a. Individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.
 - b. Provides care needs:
 - i. Personal care needs including but not limited to assistance with eating or using the washroom.
 - ii. Medical needs may including but not limited to, monitoring the person with a disability's health conditions, providing injections and providing support when someone has moderate to severe seizures.
 - c. Support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.
2. Interacting with a patient who has a support person:
 - a. The person with a disability may not introduce their support person. If you are not sure which person is the patient, take your lead from the person using or requesting your service and/or simply ask.
 - b. Once you have determined who the patient is, speak directly to them, not to their support person.
 - c. Staff should be familiar with Hanover and District Hospital policies, practices and procedures about providing accessible customer service.

3. Person with disability and support person role:

Person with a Disability	Support Person's Functions
Person who is deaf/blind	To guide, to provide transportation and adaptive communication such as tactile or adapted American Sign language, large print notes, print on palm or two-handed manual signing.
Person who is deaf, deafened, oral deaf	To provide sign language or oral interpretation services - to translate conversation, not to participate in it.
Person with a learning disability	To help with complex communication or note-taking.
Person with an intellectual/ developmental disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them from dangerous situations.
Person with a mental health disability	To help with communication tasks such as completing complex forms. To help in environments such as crowded, noisy settings or high-stress situations such as interviews.
Person with a physical disability	To provide services related to traveling, personal care such as toileting or eating, monitoring medical conditions.
Person with a seizure disorder	To assist in the event of a seizure, e.g. to protect the individual from falls or biting their tongue.
Person with a speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret a person's communications.
Person with vision loss	To read or to guide.

Ministry of Community and Social Services. Training Resource - Customer Service Standard 429/07 Pg. 31

REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07

Americans with disabilities Act, 1990

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