

 <p><b>Policy &amp; Procedure</b></p>	Policy Name: <b>Accessibility</b>	Manual <b>Administration</b>
	Last Reviewed / Revised Date: Reviewed: June 2013, Sept 2014, Dec 2016, Nov 2018	Category : <b>Public Access</b>
	Approved by: Chief Operating Officer	Original Date: Dec 21, 2009
	Signature 	Committee/Dept Review:

## **PURPOSE**

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 of Accessibility for Ontarians Disability Act 2005 (AODA) to establish a policy for St. Francis Memorial Hospital for governing the provision of its goods or services to persons with disabilities.

## **POLICY**

St. Francis Memorial Hospital is committed to ensuring reasonable efforts are made to comply with regulation 429/07 AODA through its policies, practices and procedures that are consistent with the following principles.

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- SFMH employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

## **Application**

This policy shall apply to every person who deals with members of the public or other third parties on behalf of SFMH, whether the person does so as an employee, agent, volunteer or otherwise.

## **Definitions**

**Accessibility Coordinator** - The person appointed by SFMH as Accessibility Coordinator.

**Assistive Devices** - Any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

**Disabilities** - The same as definition of disability found in the Ontario Human Rights Code.

**Employees** - Any person who deals with members of the public or other third parties on behalf of SFMH, whether the person does so as an employee, agent, volunteer or otherwise.

**Persons with Disabilities** - Individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

**Service Animals** - Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**Support Persons** - Any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

## **Exclusions**

This Accessibility Customer Service Standards Policy shall not apply during any period where SFMH has declared a “State of Emergency” as defined under the Emergency Management Act.

## **Documentation**

SFMH shall make available on their website, or upon request, supply a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

## **Management/Employee Expectations**

To implement this policy, management shall:

- Establish practices and procedures;
- Evaluate practices and procedures;
- Revise practices and procedures as required.

Employees Shall:

- Follow SFMH established policies and best practices
- Participate in the on-line e-health training upon orientation
- Report any practices and procedures not consistent with the SFMH established best practices.

## **Training Requirements**

Standard training is defined as completion of the OHA Accessibility for Ontarians with Disabilities Act e-Learning Module for Hospitals and Health Care Organizations 2009.

- Every person who participates in the development of the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service must complete the standard training plus view the Compliance Assistance Resources CDs.
- Every new employee must view the online AODA standard training module during general orientation and complete a quiz on that knowledge.

- Ongoing training on changes to policies, procedures, and new equipments shall be provided.
- Training records shall be kept by the Accessibility coordinator, including the dates when the training is provided, number of individuals to whom the training was provided and a copy of the certificate filed in the individual personnel file.

## **Non-Compliance**

Failure to comply with this policy may result in disciplinary action up to and including termination.

## **Review and Amendments**

The Accessibility Coordinator shall be responsible for the review process and any subsequent amendments to this policy document. Review and amendments shall take place on an ongoing basis, and at a maximum interval of every three years.

## **Customer Feedback**

Feedback from our customers provides SFMH with opportunities to learn and improve. SFMH recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist SFMH in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

Chief Operating Officer  
St. Francis Memorial Hospital  
7 St. Francis Memorial Drive  
P.O. Box 129  
Barry's Bay, ON K0J 1B0  
Phone: 613-756-3045 # 234  
fax: 613-756-0106  
email at: [pecarskiej@sfmhosp.com](mailto:pecarskiej@sfmhosp.com)

The Accessibility Coordinator will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints.

## **PROCEDURE**

### **Service Animals and Support Persons**

- SFMH employees shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- SFMH employees shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities, and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the persons with disability to remove the animal from the area or refuse access to goods or services. In this event, other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.

### **Service Disruptions - Notice**

- It is possible that from time to time there will be disruptions in service (e.g. an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable).
- In the event of an unexpected disruption in service, notice may be provided in a variety of ways, and will be done as quickly as possible.

### **For More Information**

To review the Accessibility for Ontarians with Disabilities Act, Ontario Regulation 429/07 in its entirety, please visit:

[Ontario Regulation 429/07](#)