



ADMINISTRATIVE POLICY

GENERAL POLICY NO. 81

ACCESSIBILITY FOR CUSTOMER SERVICE

PURPOSE

Renfrew Victoria Hospital is committed to providing exceptional and accessible service for its clients. We will ensure that our policies and procedures are consistent with the principles of dignity and respect, responsiveness and adaptability independence, integration and equality. The provision of services to persons with disabilities will be integrated wherever possible, unless an alternate measure is necessary to enable a person with a disability to access goods or services. People with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by Renfrew Victoria Hospital.

POLICY

This policy is intended to meet the requirements of the Accessibility for Ontarians with Disability Act, 2005 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service. This policy addresses the accessibility requirements of *Regulation 429/07 Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

DEFINITIONS

Accessible means 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 is 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.

Barrier as defined by the *Accessibility for Ontarians with Disability Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Customer is a person who buys, receives or uses goods or services.

Disability means:

- a) Any degree of physical 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*.
(Ontario Human Rights Code 10(1), 1990)

Service Animal: An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person: A 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 or services.

PROCEDURE

This policy allows for the development of additional procedures to be implemented to meet the planned future accessibility standards developed by the Ministry of Community and Social Services. These standards include:

- Accessible Transportation
- Accessible Information and Communication
- Accessible Built Environment
- Employment Accessibility

SERVICE ANIMALS

Service animals are allowed to accompany people with disabilities on parts of the premises that are open to the public or other third parties, except where excluded by law (For example, regulations under the *Health Protection and Promotion Act, 1990* and the *Food Safety and Quality Act, 2001* prohibit animals from entering into areas where food is prepared).

If it is not readily apparent that an animal is being used because of a person's disability, they may be required to provide a letter from a physician or nurse confirming that it is required because of their disability.

It is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times. If the health and safety of other customers may be endangered by the presence of a service animal, an alternate way for a person with a disability to access services will be arranged.

Assistive Devices

Renfrew Victoria Hospital is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. RVH will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

SUPPORT PERSON

If a support person accompanies a person with a disability, the organization will ensure that both people are permitted to enter the facility together, and that the person with a disability is not prevented from having access to the support person.

In situations where the hospital has obligations under privacy laws, issues of confidentiality or professional obligations, a support person will be requested to agree to the same requirements of privacy as the person with a disability.

NOTICE OF TEMPORARY DISRUPTION

Renfrew Victoria Hospital 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. The notice will be placed at the public entrances and service counters on our premise and when feasible on our website or in the local newspaper.

TRAINING

Training will be provided to every person who deals with the public, who participates in developing policies and procedures regarding goods and services or other third parties who work on the hospital's behalf (i.e. other businesses, the government or other organizations). Training will be ongoing in connection to any changes made to policies and procedures governing the provision of goods or services to persons with disabilities. Training will be provided to each person according to his or her needs and duties during orientation. A record of the dates in which training is provided and the number of individuals to whom it is provided will be kept.

Training will include the following information:

- An overview of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 Customer Service Standard
- How to interact and communicate with people with various types of disability
- 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 the equipment or assistive devices available at Renfrew Victoria Hospital that may help with the provision of services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing services
- Renfrew Victoria Hospital's customer service policies, best practices and procedures in providing goods or services to people with disabilities.

The aforementioned training and/or information must be provided to each person as practical to existing staff and volunteers and will be part of general orientation for new hires.

The training will also be provided on an on-going basis in connection with any changes to the hospitals policies, practices and procedures governing the provision of services to persons with disabilities. As this legislation is reviewed, training will reflect any changes or updates as required.

The training content may vary depending on who is receiving the training, the nature of the services provided and on the individual departmental requirements.

COMMUNICATION

The hospital will communicate with people with disabilities in a way that takes into account their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

NOTICE OF AVAILABILITY OF DOCUMENTS

Renfrew Victoria Hospital will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Staff will consult with the requestor to determine the most appropriate format, and will make every effort to provide the information in the preferred format as soon as possible.

Notice of availability will be provided on the web site and through other printed methods placed in easily visible areas.

FEEDBACK

The ultimate goal of Renfrew Victoria Hospital is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback from customers may be received in person, by telephone, in writing, by e-mail, or by another method determined by both parties.

All feedback will be directed to the Office of the President and C.E.O.

MODIFICATIONS TO THIS OR OTHER POLICIES

Renfrew Victoria Hospital 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. Any policy of RVH that does not respect and promote dignity and independence will be modified or removed.

RESPONSIBILITIES

The Hospital is responsible for:

- Ensuring compliance with the Accessible Customer Service Regulation 429/07
- Including accessibility in annual planning processes
- Budgeting for accessibility requirements
- Developing relevant policies, procedures and practices
- Coordinating and providing Accessible Customer Service Training in order to comply with Regulation 429/07
- Ensuring all staff are trained in providing Accessible Customer Service

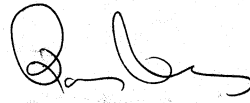
- Communicating to all applicable departments regarding requirements under the regulation
- Communicating with a person with a disability regarding the use of a service animal, support person or assistive device
- Coordinating and/or providing service to a person with a disability who may use a service animal, support person or assistive device
- Providing notification of service disruptions
- Providing all documents in appropriate formats upon request by a person with a disability

REFERENCES AND RELATED DOCUMENTS:

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disability Act, 2005
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- Ontario Human Rights Code

RESOLUTION

**THIS POLICY IS ESTABLISHED BY
THE MANAGEMENT COMMITTEE
ON MAY 26, 2010; REVIEWED OCT. 2011;
FEB. 2017**

A handwritten signature in black ink, appearing to read 'Randy Penney', is centered below the resolution text.

Randy Penney, President & CEO