



Accessibility For Ontarians With Disabilities Act (AODA), Customer Service Standard

Policy Statement

Purpose

To comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Customer

Service Standard.

To provide staff, physicians and volunteers with guidelines for providing patient and family centred care to people with disabilities.

Policy

The AODA was created to ensure that all people with disabilities are treated with respect, dignity and equity. Humber River Regional Hospital is committed to providing respectful care that focuses on the unique needs of the individual.

Humber River Regional Hospital will train all employees and will educate physicians, volunteers, vendors and other who deal with the public on our behalf on the following:

- The purpose of the AODA and the requirements of the customer service standard.
- The policies and procedures relating to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of service animals or a support person.
- The assistive devices available at the hospital and how to use them including alternate formats for people with disabilities.

What to do if a person with a disability is having difficulty in accessing services.

Guidelines

Humber River Regional Hospital will support people with disabilities utilizing the following methodologies:

Accessible Information:

Humber River Regional Hospital 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 communication and American Sign Language (ASL) Interpretation.

Staff can request an ASL interpreter, by contacting The Canadian Hearing Society, Ontario Interpreter Services at 905-608-0271.

Assistive Devices: (ADM.263)

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.
- **TTY (teletypewriter) Bell pay phones:** The TTY allows the user to send a message over the phone through a keyboard.
- **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 1-800-268-9243.
- **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, seven days a week. Interpreters are available in more than 170 languages. Dual handset phones are available on some units.

Use of Service Animals and Support Persons: (ADM.261)

Humber River Regional Hospital welcomes people with disabilities who are accompanied by a service animal. When a patient, family member or visitor enters the hospital 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.

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.

Notice of Temporary Disruption:

Humber River Regional Hospital 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 HRRH website, the main phone line, 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.

Feedback Process:

Humber River Regional Hospital wants to meet and exceed the customer service standards and provide patient and family centred 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 (available at wheelchair height)
- Patient Relation Coordinator's office
- Contacting us through the website
- Random Patient Satisfaction Survey

Infection Prevention and Control Considerations

None applicable to this policy

Definitions

None applicable to this policy

Accountability / Responsibility

Vice President, Human Resources

Documentation

None applicable to this policy

Reference Standard

None applicable to this policy