

<b>Subject: Accessible Customer Service Policy</b>	<b>Doc ID #: ADM-AODA-IAS-01</b>
<b>Manual: Administration</b>	<b>Printed copy is not a controlled document. Electronic document is the most current version. Accessible formats available upon request</b>
<b>Category: Integrated Accessibility</b>	<b>Page: 1 of 4</b>
<b>Reviewed by: DQRSS</b>	<b>Next review date: September 1, 2025</b>
<b>Approved by: CEO</b>	<b>Approved Date: September 1, 2023</b>

## 1. PURPOSE:

In June, 2005 the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA). The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was created to ensure that all people with disabilities are treated with respect, dignity and equality.

The Red Lake Margaret Cochenour Memorial Hospital values the patient's right to accessible services. This policy outlines the accessibility standards for customer service at the RLMCMH in accordance with the Ontarians with Disabilities Act 2005 and the Integrated Accessibility Standards, Ontario Regulation 191/11.

## 2. SCOPE:

This policy applies to ALL Red Lake Margaret Cochenour Memorial Hospital's Employees, Board Members, students, volunteers, contractors and affiliates.

## 3. 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.

### **Disability:**

According to the Ontario Human Rights Code, a "Disability" is defined as:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or

- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

**Personal Assistive Devices:**

For the purpose of this policy, Personal Assistive Devices are personal supports used by persons with disabilities that enable them to carry out the activities of daily living and allow access to hospital services. Patient-owned equipment such as power-mobility devices (power wheelchairs or scooters) are regarded as Personal Assistive Devices.

**Service Animals:**

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

**Support Person:**

A "Support Person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability.

**4. POLICY/PROCEDURE/STANDARD:**

The Red Lake Margaret Cochenour Memorial Hospital (RLMCMH) is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services. We will ensure that our policies, practices and procedures are consistent with the core principles of the customer service standard:

- Dignity
- Independence
- Integration
- Equality of Opportunity

This policy applies to all hospital employees, physicians, volunteers, contractors and any others who interact with the public on behalf of the Red Lake Margaret Cochenour Memorial Hospital.

**Service Disruptions:**

In the event of a planned service disruption to facilities, services or systems, the RLMCMH will provide notice of the disruption in advance. In the event of an unexpected disruption, notice will be provided as soon as reasonably possible.

The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available. ***(see Notice of Temporary Disruption in Services and Facilities - Policy # ADM-AODA-IAS-07)***

**Communications:**

When communicating with a person with a disability, individuals working on behalf of the RLMCMH will do so in a manner that takes into account the person's disability and will make reasonable efforts to ensure the client understands both the content and intent of its communications. ***(see Communication - Policy # ADM-AODA-IAS-06)***

**Use of Assistive Devices:**

The RLMCMH is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. Staff will be trained on the assistive devices available at the RLMCMH. Persons with disabilities may use their own assistive devices to access goods and services unless otherwise prohibited due to health and safety or privacy issues. In the event the assistive device is unable to stay with the patient, the Manager and staff will work with the person with the assistive device to arrange for alternative support. ***(see Assistive Devices - Policy # ADM-AODA-IAS-02)***

**Use of Service Animals:**

Persons with disabilities are permitted to be accompanied by their service animals in areas that are open to the public. If the law excludes the service animal from areas within the RLMCMH, staff will facilitate other means by which persons with disabilities can access the goods and services. ***(see Service Animals policy # ADM-AODA-IAS-03)***

**Use of Support Persons:**

The Red Lake Margaret Cochenour Memorial Hospital will ensure that if a support person accompanies a person with a disability, both people are permitted to enter together, and that the person with a disability is not prevented from having access to the support person. The hospital may, however, limit a support person's access to their charge on the basis of medical or safety considerations. If a person with a disability is deprived of access to their support person for this reason, the hospital will assume responsibility for the basic care of the individual with a disability.

In the event the hospital or sponsored program has identified that a support person is necessary to protect the health or safety of the person with a disability or others in the facility, a person with a disability may be required to be accompanied by a support person. ***(See Support Persons - Policy #ADM-AODA-IAS-04)***

**Training:**

The RLMCMH is committed to providing training on accessible service to all employees, volunteers, students, agents, and others who deal with the public on behalf of the RLMCMH including those who are involved in the development and approval of policies, practices, and procedures that deal with the provision of goods and services to the public or other third parties. ***(see Staff Training - Policy # ADM-AODA-IAS-05)***

**Feedback Process:**

The RLMCMH has a feedback process, regarding compliance with the requirements of the AODA 2005. Persons may provide feedback on the way in which our services are provided to persons with disability by telephone, in person, electronically or in writing. ***(see Customer Feedback - Policy # ADM-AODA-IAS-08)***

**Availability of the Accessible Customer Service Documents:**

The RLMCMH will upon request, provide a copy of the policies and procedures related to this Legislation in a format that takes into account the persons' ability to access the information. Information may be provided in large print font, in an audio copy, in electronic format or verbally. *(see Accessible Customer Service Policy # ADM-AODA-IAS-01)*

**5. RESOURCES:**

Accessibility for Ontarians with Disabilities Act, 2005

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Integrated Accessibility Standard

<https://www.ontario.ca/laws/regulation/110191?search=accessibility>