

**CORPORATE MANUAL**

<b>SUBJECT: Accessibility - Training - Customer Service Regulation 429/07</b>	<b>NUMBER: 1 – 05 – 35</b>
<b>SECTION: Introduction</b>	<b>RESPONSIBLE DISCIPLINES: All Staff, Volunteers, Agents, Physicians and Students</b>
<b>DATE: September 10, 2009</b>	<b>APPROVED BY: Operations Committee, Senior Management Team</b>
<b>REVIEW FREQUENCY: annually</b>	<b>Policy: X Standard: X</b>
<b>REVISED/REVIEWED:</b>	<b>Procedure: Guideline:</b>

**Policy:**

Cambridge Memorial Hospital is committed to providing training to staff, physicians, volunteers, agents, students and others providing goods and or services to persons with disability/disabilities as prescribed by the Accessibility for Ontarians with Disabilities Act, 2005 and in accordance with the CMH vision and mission.

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)

**Standard:**

- Training will be provided to staff, volunteers, agents, physicians, students or otherwise who provide goods and or services to members of the public.
- Training about the provision of goods and services to persons with disabilities will be provided to persons involved in the development of policies practices and procedures governing the provision of goods and or services to members of the public.
- Training will include 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.
  - 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 practicable after he or she is assigned the applicable duties.
  - New staff or staff returning from a leave of absence will receive training through the Hospital Wide Orientation Process as per Hospital Orientation Policy 9-110

[http://cmhnet/documents/policies/corp/human\\_resources/hospita\\_orientation\\_9\\_110.pdf](http://cmhnet/documents/policies/corp/human_resources/hospita_orientation_9_110.pdf)

- Existing staff, physicians, volunteers, and students will access Accessibility training on the intranet or by hard copy available from Human Resources, Chief of Staff, Volunteer office as applicable.
- Notification of changes to policies, practices and procedures and any associated training requirements are distributed to all staff, physicians, agents, volunteers, and students via Meditech and Outlook.
- The Cambridge Memorial Hospital Accessibility training policy is available for the public from the Human Resources department and the Patient Relations Office and provides a:
  - Summary of the contents of the training, and details of when the training is to be provided.
  - Maintain, retain record of training provided, including the dates on which training is provided and the number of individuals to whom it is provided and
  - Is available upon request in a format agreed upon with the person with a disability.

**Developed in consultation with:**

- Patient Relations and Safety Specialist
- Human Resources
- Manager, Planning and Development
- Accessibility Committee

**References:**

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)

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

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Blind Persons' Rights Act. R.S., c. 40, s. 1

<http://www.gov.ns.ca/legislature/legc/statutes/blindper.htm>

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