

CORPORATE MANUAL

TITLE: Accessibility - Personal Assistive Devices	NUMBER: 1 – 402
SECTION: Introduction	RESPONSIBLE DISCIPLINES: All Staff, Volunteers, Agents, Physicians and Students
DATE: September 10, 2009	APPROVED BY: Vice President Finance & Corporate Services
REVIEW FREQUENCY: Every 3 years	Policy: X Standard: X
REVISED/REVIEWED: June, 2015	Guideline: X Procedure:

Policy:

Cambridge Memorial Hospital is committed to promoting, providing and maintaining an environment where respect, independence, and dignity are demonstrated at all times to all patients equally. Patients are encouraged and supported to use whatever assistive devices they require to ensure access to the goods and services offered by the hospital.

Definitions:

Assistive Device: Assistive Devices are used by people with disabilities to help with daily living. They include a broad range of products such as but not limited to walkers, canes, wheelchairs, oxygen tanks, portable chalk boards and electronic communication devices that people may bring with them to the hospital.

Standards:

- The right of the individual to use a personal assistive device while accessing goods and services provided by Cambridge Memorial Hospital is respected and accommodated.
- Assistive device(s) will remain with the patient at **ALL** times except where there is a requirement for exclusion of said device:
 - Due to infection control risk
 - Risk of harm to the device and/or individuals
- Manager and staff will develop a plan with the person with the assistive device to arrange for alternate support in the event that the Assistive device is unable to stay with the patient.
- Notice of the availability of CMH Accessibility policies will be posted in a conspicuous place on the premises and/or on the CMH web page (Meditech, the intranet and internet).
- All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.

Guidelines:

- Staff will:

- When communicating with a person with a disability, do so in a manner that takes into account the person's disability. Communicate with a person with a disability in a manner that takes into account their individual needs.
- Think about and/or learn how people with disabilities communicate.
- Be flexible in planning their approach (e.g. use of written, spoken, or picture form or other assistive device may be useful.)
- Ask the patient directly about their preferred method of communication
- Plan ahead where possible to ensure the appropriate assistive device is available.
 - A variety of assistive measures are available for patients use including:
 - TTY service, lifts, staff resources (Occupational Therapists, Speech and Language Pathologists).
 - Other community resources.

References:

Service Ontario (2009). [Accessibility for Ontarians with Disabilities Act](#) S.O. Chapter 11,

Service Ontario (2005) [Accessibility for Ontarians with Disabilities Act](#) *Customer Service Standards 429/07*

[Blind Persons' Rights Act](#) (1990) R.S., c. 40, s. 1

Ontario Hospital Association Conference. (2008). *Accessibility for Ontarians with Disabilities Act (2005). Taking a close look at the Standards: Impact and Implications.* Toronto, ON

Service Ontario (2005). [Accessibility for Ontarians with Disabilities Act](#) *Training Resource for Small Businesses and Organizations*

Canadian National Institute for the Blind Kitchener, ON. Accessibility Specialist

Developed in Consultation with:

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