

CORPORATE MANUAL

TITLE: Accessibility Policy – Customer Service Standards 427/09	NUMBER: 1 – 405
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: December 2013, June 2015	Guideline: Procedure:

Policy:

Cambridge Memorial Hospital supports the needs of persons with disability/disabilities as prescribed by the Accessibility for Ontarians with Disabilities Act, 2005 and its associated Standards and in accordance with the CMH vision and mission.

Please see Policy [Integrated Accessibility Standard Regulation 191/11](#) Policy for additional information.

Customer Service Standards:

- Policies, practices and procedures:
 - Goods or services will be provided in a manner which respects the dignity and independence of the individual and in a manner that takes into account the person’s disability.
 - Provision of goods or service will be integrated unless an alternate measure is necessary to enable the person with a disability to obtain, use or benefit from any goods or service.
 - Persons with disabilities will be given equal opportunity to obtain, use or benefit from goods or service.
- Use of Service animals, support person or assistive devices:
 - Use of guide dogs, service animals, support persons and assistive devices will be permitted at all times, unless excluded by law from the premises.
 - If a guide dog or service animal is excluded by law, CMH will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from CMH goods or services.
- Disruption of Service:
 - Public notification will be undertaken should there be any temporary or unexpected interruption in service to others due to the use of CMH services by a person with disabilities. Notice must include:
 - Reason for disruption of service
 - Anticipated length of duration
- Training about the provision of goods and services to persons with disabilities will be provided to persons contributing to the development of the provider’s policies, practices

and procedures governing the provision of goods and services to the general public or other third parties.

- Training will include a review of the purposes of the Act, the requirement of this Regulation and instruction about:
 - o How to interact with persons with various types of disabilities.
 - o 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.
 - o 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.
 - o 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.
- Training will be ongoing in connection with changes to policies, practices and procedures.
- CMH training policy will be available for the public and will identify:
 - o Summary of the contents of the training and details of when the training is to be provided.
 - o Record of training provided, including the dates on which training is provided and the number of individuals to whom it is provided.
- Feedback process:
 - o Patients and families are welcome to contact the Patient Relations Service. The focus of the Service is on improving communication, accessing information or resources, and addressing and resolving difficulties.
 - o The Patient Relations Service provides a bridge between patients/families and the hospital. The Patient Relations Coordinator assists patients or families who are experiencing difficulty, or who may have questions, concerns or a compliment about their care or service at CMH.
 - o We encourage and welcome feedback and suggestions from patients and families, in person, by letter, or by telephone. Alternative communication formats may be arranged upon request.
 - o Confidentiality is highly respected and maintained.
 - o The Cambridge Memorial Hospital Patient Relations Service is available Monday to Friday, 9:00 a.m. to 5:00 p.m., at 519-621-2333, ext. 2360 or via e-mail patientrelations@cmh.org
- Availability of documents:
 - o 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 (intranet and internet).
 - o 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.

References:

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

Service Ontario (2009) [Accessibility for Ontarians with Disabilities Act](#) *Integrated Accessibility Standards 191/11*

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

Developed in Consultation with:

- Accessibility Committee
- Manager, Planning
- Patient Relations Specialist
- Human Resource Department