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# ACCESSIBLE CUSTOMER SERVICE MULTI-YEAR PLAN 2018-2022

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This publication is available on the Hospital's website ([www.cpdmh.ca](http://www.cpdmh.ca))  
and in alternate formats upon request

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## INTRODUCTION

This document provides the practices, procedures and forms required to implement the Accessibility - Customer Service Standards Policy at the Carleton Place & District Memorial Hospital (CPDMH) and to meet the Accessibility Standards for Customer Service as prescribed in Ontario Regulation 429/07, as amended, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

To fulfill this purpose, CPDMH has created a Multi-year Accessibility Plan (Plan) to improve access to patient care in a consistent manner throughout the organization and to ensure compliance with legislation.

The CPDMH strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our Plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The Plan is reviewed and updated at least once every 5 years. Our Plan is available on our website at [www.cpdmh.ca/accessibility](http://www.cpdmh.ca/accessibility) as well as in standard and accessible formats on request by contacting [info@cpdmh.ca](mailto:info@cpdmh.ca) or by calling 613-253-3824.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## LEGISLATIVE AUTHORITY

The Carleton Place & District Memorial Hospital formally adopted the Accessibility – Customer Service Standards Policy on June 25, 2003.

## SCOPE

The Accessibility – Customer Service Standards Policy and Procedures applies to all employees and persons acting on behalf of the Hospital.

## DEFINITIONS

**“Alternative Service”** – means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

**“Assistive Device”** – means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ex. canes, crutches, wheelchairs or hearing aids);

**“Contractor”** - means a company or person with a formal or informal contract to do a specific job on behalf of the Hospital;

**“Customer”** - means any person who receives or seeks to receive goods or services directly or indirectly from the Hospital;

**“Disability”** – means the same as the definition of disability found in the Ontario Human Rights Code;

**“Equivalent”** - means having similar effects;

**“Service Animal”** – means a service animal as defined in Ontario Regulation 429/07, as amended;

**“Support Person”** – means a support person as defined in Ontario Regulation 429/07, as amended.

## **CUSTOMER SERVICE STANDARDS**

CPDMH shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Communicate with people with disabilities in ways that take into account their disability (Refer to the Customer Service Guidebook).
- Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- Provide printed materials in an alternate format such as email, large print and hard copy, upon request.
- Provide accessible notifications in an alternate format such as email, large print and hard copy, upon request.
- Answer any questions customers may have about the content of the communication in person, by telephone, by e-mail or in writing.

## **INFORMATION & COMMUNICATION**

CPDMH is committed to meeting the communication needs of people with disabilities. We will:

- consult with people with disabilities to determine their information and communication needs.
- provide information about our organization and its services, including public emergency information and feedback processes in accessible formats or with communication supports as soon as practicable and at no additional cost when a person with a disability asks for them
- We will also meet internationally recognized Web content Accessibility Guidelines (WCAG) website requirements in accordance with Ontario’s accessibility laws.

## **ASSISTIVE DEVICES**

The Hospital shall ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and that appropriate staff know how to use the following assistive devices available on Hospital premises for customers and clients:

- automatic doors
- lifts

### **Telephone Services**

The Hospital shall:

- Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.
- Refer enquiries for hearing impaired or vision impaired individuals to Bell Canada.

*Note: Teletype (TTY) is older technology and the Hospital will not be purchasing any equipment for this purpose.*

*The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a TY/teletypewriter. The operator will also assist in placing VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls. There is no charge for local calls.*

*Information regarding this service is provided in the local telephone book under "Special Needs".*

## **USE OF SERVICE ANIMALS & SUPPORT PERSONS**

### **Service Animal**

When a person with a disability is accompanied by a guide dog or other service animal, the Hospital will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises.

Should the service animal or guide dog be excluded by law from the premises, the Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

Should the service animal become unruly or disruptive, an employee may ask the person with a disability to remove the animal from the area or refuse access to the Hospital's goods and services. The Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

## **Support Person**

When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The Hospital may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Hospital, it will provide advance notice of the amount payable, if any, in respect of the support person.

## **PROCUREMENT**

In compliance with the Government of Ontario legislative Assembly (Accessibility for Ontarians with Disabilities Act, 2005) for small designated public sector organization, January 1, 2014, CPDMH incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

## **SELF-SERVE KIOSKS**

CPDMH will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

## **ACCESSIBLE EMERGENCY INFORMATION**

CPDMH is committed to providing our clients with publicly available emergency information in an accessible way, upon request.

A process has been implemented to ensure staff with self-identified (confidential) evacuation requirements meet individual specific needs. Staff member works with management and/or Occupational Health to jointly develop an appropriate plan.

## **EMPLOYMENT**

CPDMH is committed to fair and accessible employment practices. The following policies and procedures are in place to support employees with disabilities: VIII-96 Accessibility Employment Standards and IX-03 Accessibility Customer Service Standards and; VIII-96 Employee Accessibility. When changes to these policies are made, they are reviewed at the relevant committee meetings where consultation occurs.

Our job postings include the following statement: "If you require accommodation throughout any part of the recruitment process, please contact Human Resources to let us know how we may assist you."

CPDMH takes the appropriate steps to notify the public and staff that, when requested,

we will accommodate people with disabilities during the recruitment process and after employees have been hired.

CPDMH will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation and emergency plans for employees.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## **NOTICE OF TEMPORARY DISRUPTIONS**

The Hospital will provide customers with 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.

The notice will be placed at all public entrances and service counters in the facility where the disruption will occur, and where appropriate, on our website.  
[www.almontgeneral.com](http://www.almontgeneral.com)

If the disruption is anticipated, the Hospital will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. (Appendix D & E)

## **TRAINING**

CPDMH is committed to training all staff, medical staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization.

Training of our staff, medical staff and volunteers on accessibility relates to their specific roles and probability of contact to the public and will be trained on an ongoing basis when changes are made to the policies, practices and procedures.

For every new hire, training will be provided as soon as practicable after being hired.

The Hospital will keep records of the type of training provided, including dates training is provided and the number of persons trained. (Appendix C)

Levels of training will be customized into three categories and will be provided with the following as applicable:

- Accessible Customer Service Employee Training Manual
- Customer Feedback Form (Appendix A)
- Access to E-Learning Education – The Code and the AODA

### Level I

Where customer service is a component of a job description or contract, or where the staff member participates in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person to access goods and services;
- How to use equipment or devices available on Hospital premises or provided by the Hospital that may help with the provision of goods and services to persons with disabilities;
- What to do if a person with a disability is having difficulty accessing the Hospital's goods and services;
- Information on other Hospital policies, practices and procedures dealing with the AODA;
- The process for people to provide feedback to the Hospital about its provision of goods and services to persons with disabilities, and how the Hospital responds to the feedback and takes action on any complaint.

### Level II

Where customer service is not the primary function, however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons in a manner that takes into account their disabilities;

- What to do if a person with a disability is having difficulty accessing the Hospital's goods and services;
- Information on Hospital policies, practices and procedures dealing with the AODA;
- The process for people to provide feedback to the Hospital about its provision of goods and services to persons with disabilities, and how the Hospital responds to the feedback and takes action on any complaint.

### Level III

Those who do not normally interact with the public or participate in the development of policies, practices or procedures.

## **FEEDBACK PROCESS**

To assist the Carleton Place & District Memorial Hospital in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer and staff are invited to provide their feedback as follows:

- Submit a complaint in writing addressed to the CEO Carleton Place & District Memorial Hospital 211 Lake Ave E, Carleton Place, ON K7C 1J4
- Email [info@cpdmh.com](mailto:info@cpdmh.com) or call 613-253-3824 to register a verbal complaint
- Complete the Feedback Form located on the website at [www.cpdmh.ca/accessibility](http://www.cpdmh.ca/accessibility) (Appendix A)

The President & CEO and/or designate will respond either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one days.

Information about the accessibility feedback process will be posted at various locations in our facilities and on the website [www.cpdmh.ca/accessibility](http://www.cpdmh.ca/accessibility). Carleton Place & District Memorial Hospital ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request by contacting [info@cpdmh.ca](mailto:info@cpdmh.ca) or by calling 613-253-3824.

## **AMENDMENTS TO THIS OR OTHER PROCEDURES**

CPDMH is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Changes to this or other Hospital practices or procedures that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.





## ACCESSIBLE CUSTOMER SERVICE FEEDBACK FORM

Thank you for visiting the Carleton Place & District Memorial Hospital. We value all of our clients and strive to meet everyone's needs.

Please tell us the date and time of your visit: \_\_\_\_\_ at \_\_\_\_\_.

Staff Person or Position: \_\_\_\_\_

Location: \_\_\_\_\_ Department: \_\_\_\_\_

Did we respond to your customer service needs today?

YES       SOMEWHAT (please explain below)       NO (please explain below)

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Was our customer service provided to you in an accessible manner?

YES       SOMEWHAT (please explain below)       NO (please explain below)

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Did you have any problems accessing our goods and services?

NO       YES (please explain below)       SOMEWHAT (please explain below)

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Please add any other comments you may have:

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Please check the box if you would like to receive a response to your feedback.

Contact information: \_\_\_\_\_



**RECORD OF ACCESSIBLE CUSTOMER SERVICE FEEDBACK**

Date Feedback Received: \_\_\_\_\_

Name of Customer (if available): \_\_\_\_\_

Contact information (if appropriate): \_\_\_\_\_

Details:	Remedial Measures:	Staff Member:	Follow-Up:	Due By:

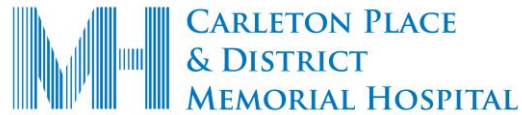
\_\_\_\_\_  
Authorization

\_\_\_\_\_  
Dated

cc: \_\_\_\_\_

## Record of Training of Accessibility for Ontarians with Disabilities Act

Employee/Volunteer Name	IASR Training AODA Customer Service Employee Training Manual/ or Customer Service E- Learning (D/M/Y)	Human Rights Code Training (D/M/Y)



# NOTICE

## SERVICE DISRUPTION

There will be a **scheduled service** disruption(s) at the \_\_\_\_\_.

The disruption(s) will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruption(s) include:

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On behalf of the Carleton Place & District Memorial Hospital we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Mary Wilson Trider, President & CEO  
Carleton Place & District Memorial Hospital  
211 Lake Ave E  
Carleton Place, ON K7C 1J4

Telephone: 613-253-3825  
Fax: 613-257-3026  
Email: [info@cpdmh.com](mailto:info@cpdmh.com)  
Website: <https://www.carletonplacehospital.ca>



# NOTICE

## SERVICE DISRUPTION

There has been an **unexpected service disruption**(s) at the \_\_\_\_\_.

The estimated time of disruption(s) will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruption(s) include:

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On behalf of the Carleton Place & District Memorial Hospital we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

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Website: <https://www.carletonplacehospital.ca>