1. POLICY STATEMENT:

   The Carleton Place & District Memorial Hospital is committed to providing goods and services in a manner that respects the dignity and independence of people with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as all other patients, residents and visitors to our facilities.

2. SCOPE:

   This policy applies to all employees, medical staff, volunteers and contractors acting on behalf of the Hospital.

3. GUIDING PRINCIPLES:

   Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working to make the province fully accessible to people with disabilities by 2025. Under the Act, the Province is developing five accessibility standards that organizations will be required to follow to identify, remove and prevent barriers to accessibility.

   The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. The Almonte General Hospital, as a designated public service organization, is required to be in compliance with the standard by January 1, 2010. The standard sets requirements in a number of key areas and will be reviewed provincially at least every five years.

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

5. PROCEDURE

5.1 Principles

The Carleton Place & District Memorial Hospital shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

5.1.1 Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.

5.1.2 Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

5.1.3 The Hospital will communicate with persons with disabilities in ways that take into account their disability, including accessible notifications and responses to questions;

5.1.4 Hospital employees will be trained to communicate and provide appropriate assistance and services in a manner that takes into account a person’s disability;

5.1.5 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 a support person.

5.2 Notice of Temporary Disruptions

5.2.1 The Hospital will provide notice in the event of a planned or unexpected disruption in the facilities or services normally used by persons with disabilities.

5.3 Use of Assistive Devices, Support Persons and Service Animals.

5.3.1 The Hospital will provide customers with assistance in the use of assistive devices.

5.3.2 A support person may accompany a person with disabilities in the access of goods and services.

5.3.3 A support animal may accompany a person with disabilities in the access of goods and services, unless otherwise excluded by law from the premises.
5.4 Documentation

5.4.1 When required by Regulation any documentation requested by a person with a disability, shall be given in a format that takes into account the person’s disability.

5.5 Training

5.5.1 Hospital staff will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities.

5.5.2 Hospital staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.5.3 The Hospital will ensure that those contractors, agents and other third parties who deal with the public on their behalf are compliant with the Accessibility for Ontarians with Disabilities Act and Regulations, as amended.

5.5.4 Staff training will include the following:

a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;

b) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;

c) How to interact and communicate with persons in a manner that takes into account their disabilities;

d) 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;

e) How to use equipment or assistive devices available on Hospital premises or provided by the Hospital that may help with the provision of goods and services to persons with disabilities;

f) What to do if a person with a disability is having difficulty accessing the Hospital’s goods and services;

g) Information on other Hospital policies, practices and procedures dealing with the AODA;

h) The process for persons 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.

5.6 Feedback Process

5.6.1 Feedback from our customers gives the Hospital staff and Board of Directors opportunities to learn and improve.
5.6.2 The Hospital shall establish a procedure for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the procedure readily available to the public.

6. REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Service (Ontario Regulation 429/07)

Evaluation

This policy will be reviewed every two years and / or amended when additional accessibility regulations are enacted by the Government of Ontario.