

<b>KEMPTVILLE DISTRICT HOSPITAL POLICY</b>	
<b>Department:</b> ADMINISTRATION	<b>Policy Number:</b> VII-16
<b>Unit:</b> CLIENT SAFETY	<b>Date Approved:</b> March 11, 2010
<b>Subject:</b> ACCESSIBILITY STANDARDS FOR CUSTOMER CARE	<b>Revision Dates:</b>
<b>Approval:</b> _____ Chief Executive Officer	

## Purpose

The purpose of this policy is to ensure equitable access to service for people with disabilities by applying the Ontario Accessibility Standards for Customer Care.

## Scope

This policy applies hospital-wide to all employees.

## 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 (i.e., 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 from the hospital. Customer includes persons who involuntarily receive service imposed by an external authority.

“**Equivalent**” means having similar effects.

“**Service Animal**” means any animal that is individually trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07.

“**Support Person**” means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods and services.

## **Policy**

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

### **a) General**

- Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.

### **b) Communication**

The hospital shall:

- Communicate with people with disabilities in ways that take into account their disability;
- Train staff and volunteers on how to interact and communicate with people with various types of disabilities;
- Provide accessible notifications to all of our patients, visitors, staff in the following formats upon request: e-mail, large print, hard copy;
- Answer any questions people with disabilities may have about the content of the communication in person, by telephone, e-mail or in writing.

### **c) 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 e-mail, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

### **d) Assistive Devices**

The hospital shall:

- Ensure that appropriate staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services; and

- That appropriate staff know how to use the following assistive devices available at the hospital for people with disabilities:
  - Overhead paging system
  - Automatic doors
  - Wheelchairs
  - Lifts
  - Elevators

#### **e) Service Animals**

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 the disability to obtain, use or benefit from the hospital's goods or services.

Service animals are excluded from the operating room and sterile corridor.

#### **f) Support Persons**

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 and safety of the person with the disability or the health or safety of others on the premises.

#### **g) Billing**

We are committed to provide accessible invoices to all of our customers. For this reasons, invoices will be provided in the following formats upon request: for example, hard copy, large print, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

#### **h) Notice of Temporary Disruption**

The hospital will provide patients with disabilities notice in the event of a planned disruption in the facilities or services usually used by the people with disabilities.

This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at appropriate public entrances and service counters on our premises, and where deemed applicable, on our website.

**i) Training**

- Training for all staff and volunteers and will include an accessibility customer service resource manual and references will be provided to:
  - i. Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07
  - ii. [www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)

**Continuous Quality Improvement Commitment**

To assist the hospital in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, individuals are invited to provide their feedback as follows:

In writing, in person, e-mail or telephone addressed to:

Kemptville District Hospital  
Attention: Environment Team  
2675 Concession Rd.  
Kemptville, ON  
K0F 1J0  
[lleclair@kdh.on.ca](mailto:lleclair@kdh.on.ca)  
613-258-6133 Ext. 222

A feedback mechanism will also be posted on our website at [www.kdh.on.ca](http://www.kdh.on.ca)