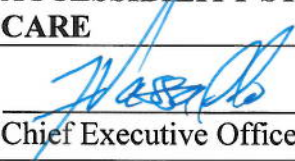


KEMPTVILLE DISTRICT HOSPITAL POLICY	
Department: ADMINISTRATION	Policy Number: VII-16
Unit: CLIENT SAFETY	Date Approved: March 11, 2010
Subject: ACCESSIBILITY STANDARDS FOR CUSTOMER CARE	Revision Dates: 05/13, 07/21
Approval:  Chief Executive Officer	

Policy Statement:

Kemptville District Hospital (KDH) is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services. This includes patients, families, staff, physicians, volunteers and members of KDH's community.

KDH's Accessibility Policy will be consistent with current AODA guidelines and the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

Purpose:

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA or "The Act") is to develop, implement and enforce standards of accessibility for all Ontarians. (Latest amendments and Updates to The Act include: April 22, 2014: [Policy Guidelines Added for the Design of Public Spaces](#); December 22, 2012: [Amending O. Reg. 191/11](#)).

The purpose of this policy is to outline practices and procedures in place at KDH to help identify and remove barriers that impede a person's ability to access care and services.

Scope:

It is the responsibility of every staff member to be attentive to the concerns of patients/residents, their families and visitors and to resolve concerns related to accessibility. This policy applies to every person who deals with members of the public or third parties on behalf of KDH, whether the person does so as an associate, agent, volunteer or otherwise.

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.

“Disabilities” means the same definition of disability found in the Ontario Human Rights Code.

“Equivalent” means having similar effects.

“Persons with Disabilities” means individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“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.

Exclusions:

This Accessibility Customer Service Standards Policy will not apply during any period where a “State of Emergency” has been declared under the Emergency Management Act.

Policy:

KDH will 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 will:

- 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) Website Accessibility

The hospital will :

- Ensure website, tools, and technologies are designed and developed so that people with disabilities can use them, and so that the overall user experience is enhanced in a variety of situations, across different devices, and for older users.

d) Telephone Services

The hospital will:

- 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.

e) Assistive Devices

The hospital will:

- 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

f) 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.

g) 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.

h) Billing

We are committed to provide accessible invoices to all of our customers. 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.

i) 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.

j) Training

- AODA training/education for all new staff, physicians and volunteers is assigned via Surge eLearning, as follows:

Course Title	Education Group (Department)
Accessibility Standards for Customer Service (1)	
Talk to me - Serving Customers with Disabilities	Orientation-Mandatory, Volunteers
Customer Service (2)	
Customer Service: Module One. Introduction and Skills by Surge Learning	All Direct Care Staff
Customer Service: Module Two. Person Centered Care by Surge Learning Inc	All Direct Care Staff
Empathy (1)	
Empathy: The Human Connection to Patient Care (YouTube Video) -Acute Care	All Direct Care Staff
Ethics (1)	
Cultural Diversity by Surge Learning	PCA, Registered Nurse (RN), RPN
KDH Accessibility Standard for Customer Service	Agency Nurse/Contract Employee, Orientation-Mandatory, Student
Accessibility Standard for Customer Service-Part 1	Agency Nurse/Contract Employee, Orientation-Mandatory, Student
KDH Accessibility Standard for Customer Service	Physicians
Accessibility Standard for Customer Service-Part 1	Physicians

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 efficient manner, individuals are invited to provide their feedback as follows:

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

Kemptville District Hospital
Attention: AODA Committee Co-Chairs
2675 Concession Rd.
Kemptville, ON
K0G 1J0
aoda@kdh.on.ca
613-258-6133 Ext. 232 or 198

Paper-based forms will be available in all main public areas of the hospital and a feedback mechanism will also be posted on our website at <https://www.kdh.on.ca/>

References:

- <http://www.ohrc.on.ca/en/moving-towards-barrier-free-services-final-report-restaurant-accessibility-initiative/code-disability-and-accessibility>
- <https://aoda.ca/>
- [Surge eLearning](#)
- <https://sunnybrook.ca/content/?page=care-access-policy-welcome>