

WINCHESTER DISTRICT MEMORIAL HOSPITAL	MANUAL: Hospital Policy Manual	NUMBER:
	SECTION: Accessibility	
POLICY/PROCEDURE	TOPIC: Providing Goods and Services to People with Disabilities	DATE: April 2010

POLICY STATEMENT:

Winchester District Memorial Hospital (herein after referred to as WDMH) is committed to excellence in serving all clients including people with disabilities in accordance with the Customer Service Standards (2008) of the Ontarians with Disabilities Act 2005.

WDMH strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We will use reasonable effort to give people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

Communication:

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Telephone Services:

We are committed to providing fully accessible telephone service to our clients through Teletypewriter (TTY). We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will make reasonable effort to communicate with clients using other means, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Training in the use of various assistive devices that may be used by clients with disabilities will be provided to our staff. We will also provide training for staff in the use of assistive devices available on our premises (i.e. wheelchairs, pocket talker, etc.).

Billing:

We will endeavour to provide accessible invoices to all of our clients. A member of staff from the Billing Office is available to answer any questions our clients may have about the content of the invoice in person, by telephone or email.

Policies, Practices or Procedures:

WDMH is committed to removing barriers where feasible, whether they are a physical, information or communication, attitudinal, technological, systemic or an architectural barrier.

Information or Communication Barriers

(difficulty for people to send or receive information. Example: a person with an intellectual disability might not be able to process information that is not expressed in plain language)

Attitudinal Barriers

(people who do not know how to communicate with persons with disabilities or who display discriminatory behaviours)

Technology Barriers

(refer to devices such as computers, telephones or inadequate or inappropriate assistive devices)

Systemic Barriers

(policies practices and protocols that restrict persons with disabilities)

Use of Service Animals and Support Persons:

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will provide training to all staff, volunteers and others dealing with the public in how to interact with people with disabilities who are accompanied by a service animal. (See Service Animal Policy). Additionally, any person with a disability who is accompanied by a support person will be welcomed to enter WDMH's premises with his or her support person.

Notice of Temporary Disruption:

WDMH will provide clients 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.

Training for Staff:

WDMH will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of client service policies, practices and procedures. Training is included in orientation and annual core training for all staff.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use or access the patient education materials in paper format, website, email, TTY, relay services that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing WDMH's goods and services
- WDMH's policies, practices and procedures relating to the client service standard.

Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process:

The ultimate goal of WDMH is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way WDMH provides goods and services to people with disabilities can be made by completing a WDMH patient satisfaction survey available by hard copy in each patient area and on the WDMH website, www.wdmh.on.ca. General comments from all individuals can also be sent to the CEO by direct mail, fax or on the WDMH website under Contact Us. Complaints will be addressed according to complaint categories already established in our hospital's complaint management procedures.

Modifications to This or Other Policies:

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of WDMH that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy:

This policy exists to achieve service excellence to clients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Chair of the Accessibility Committee of WDMH.

REFERENCES

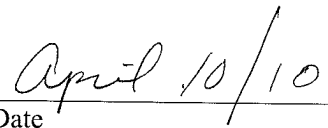
Accessibility Standard for Customer Service
Ontario Regulation 429/07
Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

ORIGINAL: April 2010

REVISED:
APPROVED:



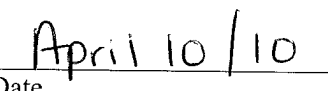
Manager, Building Services



Date



VP, Corporate Services



Date