

<b>POLICY NO.</b>	<b>POLICY TITLE:</b>
<b>ADMIN-007-1</b>	<b>ACCESSIBILITY</b>

**Disclaimer:** Any PRINTED version of this document is only accurate up to the date of printing. Always refer to the Policies, Procedures and Processes on the Shared drive for the most current versions of the documents in effect.

**See Also:**

[ADMIN-002-1: Compliment and Complaint Policy](#)

[ADMIN-002-3: Compliment and Complaint Process](#)

**Policy Statement:**

St. Joseph's Health Centre Guelph (SJHCG) is committed in promoting, supporting and maintaining accessible customer services for Ontarians with disabilities. This policy is consistent with promoting dignity, independence, integration and equal opportunity which are the core principles of the Accessibilities for Ontarians Disabilities Act (AODA reg. 429/07).

Assistive Devices

It is our practice to allow people with disabilities to use their personal assistive devices to access our services. Assistive devices include but are not limited to wheelchairs, walkers, canes, oxygen tanks and portable communication devices. In situations where it is prohibited by law under the Health Promotion Protection Act, an alternative measure will be put in place to allow a person with a disability to have equal access to our services. On site registered rehabilitation staff trained in assessing the applications of assistive equipment can be consulted to recommend alternative measures.

Service Animals

- An animal is a service animal for a person with a disability,
  - a) if it is readily apparent that the animal is used by the person for reasons relating to his or her physical, sensory, mental health, developmental and intellectual disability; or
  - b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- Service animals may accompany people with disabilities in all public areas SJHCG except where excluded by Law under the Health Protection and Promotion Act.
- Staff will discuss with the person with the disability, areas where the service animal is not allowed and develop alternative arrangements.
- The person with the disability is responsible for the care and supervision of their animal
- If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

Support Person

- A person with a disability must be allowed to use their support persons for health and safety

reasons while accessing the health centre's goods and services on the parts of the premises that are open to the public or third parties.

- Before making a decision, your organization must:
  - Consult with the person with a disability to understand their needs
  - Consider health or safety reasons based on available evidence
  - Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises
  - In such a situation, you must waive the admission fee or fare for the support person, if one exists
- A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods and services
- Staff will inform the person with a disability of areas where the support person is not allowed and will develop an alternative support accessibility plan
- The support person will be expected to abide by appropriate behaviour consistent with the SJHCG's confidentiality and privacy policies.

#### Disruptions in Service

- A timely notice shall be provided in the event of planned and unplanned disruptions in services that have significant impact on people with disabilities.
- The notice will indicate any alternatives that exist to allow people with disabilities to access our goods and services during the disruption.
- The notice shall be posted in an easily found area by people
- Service disruptions that may require notification include: elevators, accessible washrooms, amplification systems, teletype (TTY) services, accessible parking spots, accessible onsite transit pick up and drop off passenger zones and unavailability of assistive devices that are normally available

#### Feedback

- People with disabilities can provide feedback on the accessibility of the provisions of goods and services provided by SJHCG thru the facilities feedback/complaints process ([Compliment and Complaint policy – ADMIN-002-1](#) and [Compliment and Complaint process – ADMIN-002-3](#)).
- Feedback /complaints can be made in person (orally), by telephone, in writing or otherwise to any staff member at SJHC.
- Details of the facilities feedback/complaints process will be posted on the SJHCG website
- Feedback process is accessible by providing or arranging for accessible formats and communication supports, on request

#### Training

- Mandatory training will be provided to current staff, volunteers, third parties and their representatives and everyone who is involved in developing policies, procedures and processes on providing goods and services. On going training will be provided when changes are made to policies, procedures and practices in relation to the AODA or Integrated Accessibility Standards Regulation.

- An attendance record of staff attending training will be kept in the Risk Management Office.

**Responsibilities/Accountabilities:**

SJHCG is committed in supporting clients with assistive devices, support persons, service animals, and providing timely notifications of disruptions in service. As well SJHCG is committed to assisting clients wishing to access our feedback/complaints process.

Training will be provided to everyone who is involved in developing policies, procedures and processes on providing goods and services. This includes management and senior leaders of the organization even though they may not be directly involved in providing goods and services to people with disabilities.

**Limits:**

- This Ontario standard only applies to the provision of goods or services of providers that are under the jurisdiction of the provincial government.
- The customer service standard does not apply to services provided internally within an organization. It addresses only those provided externally to the public or third parties.

**References:**

Ministry of Community and Social Services – February 2009 Retrieved from:

<http://www.accesson.ca/en/mcss/programs/accessibility/>

Ministry of Community and Social Services (2005). Accessibility for Ontarians with Disabilities Act.

Retrieved from: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Ministry of Community and Social Services (2005). Accessibility Standards for Customer Services Regulation 429/07. Retrieved from: [http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Ministry of Health Protection and Promotion (1990). Health Protection and Promotion Act. Retrieved from: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h07\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm)

Training Resource

**Keywords:**

Accessibility, Customer Service, Ontarians with Disabilities, Assistive Devices, Service Animals, Support Persons, Service Disruption, Training

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