

## DEEP RIVER AND DISTRICT HOSPITAL

<b>Policy:</b> Access for People with Disabilities		
<b>Original Date:</b> 2010-05-10	<b>Revision</b> <input checked="" type="checkbox"/> <b>Review</b> <input type="checkbox"/> Date: 2013-12-18	<b>Policy Manual:</b> Administration
<b>Approved by:</b>		
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer	<input type="checkbox"/> ED, Family Health Team
<input checked="" type="checkbox"/> Chief Executive Officer	<input type="checkbox"/> Chief Nursing Officer	<input type="checkbox"/> Human Resources Officer

### Policy

In fulfilling the mission of the Deep River and District Hospital to provide a broad range of high quality health care services for our local communities, we will strive at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same or equivalent opportunity to access our goods and services and allowing them to benefit from the same or equivalent services, in the same place and in a similar way as other patients and clients.

### Procedure

#### INFORMATION AND COMMUNICATION

- We will communicate with people with disabilities in ways that take into account their disability. We will consult with people with disabilities to determine their information and communication needs.
- We will train staff who communicate with patients and clients on how to interact and communicate with people with various types of disabilities.
- We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with patients and clients over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate by email or mail if telephone communication is not suitable to their communication needs or is not available.
- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in enlarged text or via e-mail upon request.
- We will answer any questions patients or clients may have about the content of the invoice in person, by telephone or email.
- The Deep River & District Hospital will provide patients and 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.
- The notice will be placed at all public entrances and service counters on our premises.

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- We are committed to making all websites conform with WCAG 2.0, level A by January 1, 2014 and that all websites and content conform with WCAG, level AA by January 1, 2021.
- We are committed to ensuring all publicly available information is available in accessible formats upon request by January 1, 2016.

## ASSISTIVE DEVICES

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods or services. We will also ensure that staff know how to use the following assistive devices available on our premises for customers: wheelchairs, walkers, crutches.

## SUPPORT PERSONS AND SERVICE ANIMALS

- 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 also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Deep River and District Hospital's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

## TRAINING

- Deep River & District Hospital 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 relevant policies, practices and procedures. This training will be provided at general orientation for new staff after staff commence their duties.
- This training will include the following:
  - The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer 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 the equipment or devices available on the hospital premises 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 the Deep River & District Hospital's goods and services,
  - The Deep River & District Hospital's policies, practices and procedures relating to the customer service standard.

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

## MULTI-YEAR ACCESSIBILITY PLAN

- The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province to this end, as required by the ODA, Deep River and District Hospital shall review annually a multi-year accessibility plan and make this plan public.
- This plan shall describe:
  - The measures that DRDH has taken in the past, and
  - The measures that DRDH will take during the forthcoming years to identify, remove and prevent barriers to people with disabilities who live, work in or use the facilities and services of DRDH, including patients and their family members, staff, health care practitioners, volunteers and members of the community.

## FEEDBACK

- The ultimate goal of the Deep River & District Hospital is to meet and surpass patient and client expectations while serving those with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Feedback regarding the way the Deep River & District Hospital provides goods and services to people with disabilities or questions related to this policy can be made by e-mail, letter or verbally. All feedback and questions will be directed to the Office of the CEO. Questions and complaints will be addressed within 5 business days.

## POLICIES

- We are committed to developing patient and client 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 the Deep River & District Hospital that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## PROCUREMENT OF GOODS, SERVICES OR FACILITIES

- We are committed to ensuring accessibility features and criteria will be considered and incorporated where possible in the procurement of goods, services or facilities.
- We are committed to taking the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.
  - Seek out kiosks that are technically accessible (i.e. colour contrast on display screen, extra time to complete tasks, voice activated equipment)
  - Seek out kiosks that are structurally accessible (i.e. height and stability, headset jacks with volume control, specialized keyboards, etc.)
  - Ensure the path to the kiosk is accessible (for using mobility aids such as walkers or wheelchairs).

## EMPLOYMENT

- We are committed to fair and accessible employment practices. When requested, we will accommodate people with disabilities during the recruitment and assessment process and when people are hired.
- We are committed to ensuring the accessibility needs of employees with disabilities are taken into account when using performance management, career development or redeployment processes.
- We are committed to developing and implementing individual accommodation plans and Return-to-Work policies for employees that have been absent due to a disability.

Reference Documents	•
Acknowledgements	•
Review Process	•