

Alexandra Marine and General Hospital	Effective Date: November 20, 2009
ACCESSIBILITY - CUSTOMER SERVICE STANDARDS	Review Date: November 20, 2011
Accessibility - Customer Service Standards Policy	Approved By: President/CEO

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Policy/Purpose

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Under the ***Accessibility for Ontarians with Disabilities Act 2005***, the hospital must meet the requirements of accessibility standards established by the regulation. This policy establishes the accessibility standards for customer service for Alexandra Marine and General Hospital (AMGH), in accordance with Ontario Regulation 429/07. The policy applies to all employees, medical staff, volunteers, students and contracted service staff that interact with the public.

Policy

AMGH is committed to supporting a culture that promotes a positive and safe environment for the hospital community that reflects our values of dignity, respect, care and compassion. AMGH is committed to providing exceptional and accessible service for our customers. We will provide our services in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from services provided by and on behalf of AMGH.

Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached; or entered; obtainable.

Disability means;

- Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury , birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination , blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal, or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A leaning disability , or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act 1997*.

Responsibilities

Senior management is responsible for:

- Considering accessibility and customer service for people with disabilities as part of the regular

development and ongoing review of existing policies and Accessibility for Ontarians with Disabilities Act 2005(AODA);and

- Amending existing policies as needed to comply with the Accessibility Standards for Customer Service;
- Overseeing, monitoring and supporting the implementation of Accessibility Standards for Customer Service in the workplace,
- Ensuring practices are consistent with the core principles of independence, dignity, integration and equal opportunity and;
- Ensuring that the workplace permits and facilitates the use of assistive devices, service animals and /or support persons by those seeking customer service,
- Implementing , monitoring and evaluating compliance of Accessibility Standards for Customer Service;
- Ensuring front line staff interacting with patients/clients know the Accessibility Standards for Customer Service and are trained in client specific accessibility standards and procedures where appropriate for each service area,
- Ensure patient information includes education of the accessibility customer service standards.

Accessibility Advisory Committee is responsible for

- Reporting the required information by legislation, on the implementation of Accessibility Standards for Customer Service to the Ontario government,
- Updating the annual accessibility plan,
- Providing input into policy and procedure development for Accessibility Standards for Customer Service.

Employees, Students, Volunteers, Medical Staff and Contracted Service Staff are responsible for:

- Supporting the implementation of the Accessibility Standards for Customer Service in the workplace,
- Participating in required education related to the Accessibility Standards for Customer Service,
- Forwarding feedback from patients/client regarding the Accessibility Standards for Customer Service to their Director or immediate supervisor/manager ; and
- Interacting with patient /client population encouraging self identification of disabilities by asking” how may I help you?”

Required Procedures

- [Guide Dogs and Other Service Animals](#)
- [Support Person](#)
- [Personal Assistive Devices](#)
- [Disruption in Service](#)
- [Training](#)
- [Patient Feedback](#)