

## APPENDIX B

### **Accessibility for Persons with Disabilities: Individual Service Policy**

#### Statement of Commitment

Hospice Wellington strives to provide its services to all individuals in a way that respects the dignity and independence of persons with disabilities. Hospice Wellington is committed to offering equal opportunity to access its products and services and to providing the benefit of the same services, in the same place and in a similar way to all individuals including persons with disabilities. Hospice Wellington is committed to complying with its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Individual Service, Ontario Regulation 429/07.

#### Application

This policy applies to the provision of services at premises operated by Hospice Wellington. This policy applies to Employees, Volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Hospice Wellington, including when the provision of goods and services occurs off the premises of Hospice Wellington.

#### Definitions

**Assistive Device:** is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that individuals bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

#### **Disability:**

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- b) a condition of mental impairment or a developmental disability, a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; or
- c) a mental disorder.

**Guide Dog:** is a highly-trained working dog that has been trained at a specialized facility to provide mobility, safety and increased independence for people who are blind.

**Service Animal/Service Dog:** an animal is a service animal/service dog for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a medical practitioner confirming that the person requires the animal for reasons relating to the disability.

**Support Person:** a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## General Principles

### The Provision of Goods and Services to Persons with Disabilities

Hospice Wellington will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all individuals receive the same value and quality;
- allowing persons with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that persons with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the individual's disability.

## Assistive Devices

Individual's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Hospice Wellington.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

## Guide Dogs, Service Animals and Service Dogs

A person with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the individual for reasons relating to his or her disability, Hospice Wellington may request verification from the individual. Verification may include a letter from a Physician or Nurse confirming that the person requires the animal for reasons related to the disability; a valid identification card signed by the Attorney General of Canada; or, a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The individual that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Hospice Wellington will make all reasonable efforts to meet the needs of all individuals.

## Support Persons

If a person with a disability is accompanied by a support person, Hospice Wellington will ensure that both persons are allowed to enter the premises together and that the individual is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the individual, prior to any conversation where confidential information might be discussed.

## Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Hospice Wellington. In the event of any temporary disruptions to facilities or services that persons with disabilities rely on to access or use Hospice Wellington's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known: the services that are disrupted or unavailable, the reason for the disruption, the anticipated duration and a description of alternative services or options.

When disruptions occur, Hospice Wellington will provide notice by posting notices in conspicuous places including at the point of disruption, and at the main entrance, contacting individuals with appointments, verbally notifying individuals when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

## Feedback Process

Hospice Wellington shall provide individuals with the opportunity to provide feedback on the service provided to persons with disabilities. Information about the feedback process will be readily available to all individuals and notice of the process will be posted at the office and verbally communicated to individuals. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

### Submitting Feedback:

Individuals can submit feedback to:  
Hospice Wellington  
795 Scottsdale Drive  
Guelph, ON, N1G 3R8  
info@hospicewellington.org  
Phone: 519-822-6660 Fax: 519-822-2660

Individuals that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## Training

Training will be provided to all Employees, Volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Hospice Wellington, and those who are involved in the development and approval of individual service policies, practices and procedures.

Training will cover instructions on how to interact and communicate with people with various types of disabilities, instructions on how to use equipment or devices that are available at Hospice Wellington's premises or that are provided to help people with disabilities and Hospice Wellington's policies, procedures and practices pertaining to providing accessible individual service to individuals with disabilities.

A copy of this policy will also be posted in the workplace.

## **Accessibility for Persons with Disabilities: Individual Service Standard**

### Statement of Commitment

Hospice Wellington strives to provide its products and services to all of its residents/clients, their families, guests, and other authorized visitors in a way that respects the dignity and independence of persons with disabilities. We are committed to offering equal opportunity to access products and services and to providing the benefit of the same services, in the same place and in a similar way to all individuals including persons with disabilities.

### Procedures

It is the procedure for all designated Employees to inquire of all individuals whether or not there are any special needs or requirements they have when they visit the Hospice Wellington's facility. Hospice Wellington will obtain this information in advance of any visit. Where advance notice is not possible, Hospice Wellington will determine any special needs or requirements at time of arrival.

Designated Employees will have current knowledge of external and internal access points to the building, location of relevant facilities (washrooms), and any assistive devices which may be available on the premises.

Designated Employees will provide individuals with appropriate direction on the use of assistive devices, and upon request, will accompany the individual to the location of the assistive device, and provide assistance in the use of the device

### Practices

In order to meet the needs of each individual, Hospice Wellington will utilize existing available methods, techniques or devices if available and suitable for the individual, or alternatively will adapt or change a current practice or will simply ask the individual what is needed.

Every reasonable effort will be made to accommodate the needs of the individual, short of health and safety concerns which may place the guest or others at risk.

### Communication Plans and Strategies

Hospice Wellington will develop an approach to communication that is flexible and considerate of all individuals. Designated Employees will understand disabilities and how they may affect communication, will consider alternative approaches to make communication accessible, and will always ask the individual what they need.

## Types of Disabilities

### Vision

To ensure effective communication with an individual, Employees are to always ask the individual how they may help them. Employees should offer assistance, but wait for the person to accept it. When guiding, walk slowly, and advise of upcoming obstacles, turns, etc. Employees should describe goods and services. If providing written material, offer to read it. If leaving the individual unattended, Employees are to advise the individual of where they are going and when they will return.

### Hearing

There are varying degrees of hearing loss, so to ensure effective communication with an individual, determine what capability they have (e.g. oral deaf people can speak and read lips). Employees should maintain eye contact, avoid covering their mouth with papers, avoid talking while leading the guest, in emergencies, assist the guest in recognizing and responding, use a pen and paper to communicate back and forth if unable to use sign language, and move to a quiet area for discussion when dealing with a person with a hearing aid.

### Physical Disabilities

These disabilities come in many forms – confinement to a wheelchair, loss of limb, and less visible disabilities such as heart or breathing conditions. To ensure effective communication with an individual, Employees are to ask the individual how they can help, pull up a chair and sit with the individual at their level, offer assistance if the individual appears to be struggling or in distress, ask before touching or moving an assistive device and ensure the environment is free of obstacles.

### Speech or language

To ensure effective communication with an individual, if an Employee does not understand the individual, the Employee should ask them to repeat themselves. Employees should also ask close ended questions to illicit a yes/no response, be resident when the individual responds, and never interrupt or assume what the individual wants.

### Mental Disabilities

An Employee may not be aware of a mental disability when dealing with a guest. These individuals may face barrier such as increased anxiety, sudden mood swings, poor concentration and memory. To ensure effective communication with an individual, Employees should ask how they can help, and work with the individual to find a solution.

### Intellectual, Learning and Developmental Disabilities

These disabilities include a range of disorders that affect verbal and non-verbal information acquisition, retention, understanding and processing. To ensure effective communication with an individual, be prepared to explain and provide examples of information, provide information in smaller segments, respond to any requests for assistance in completing forms and allow extra time to complete tasks.

### Allowing Individuals with Support Persons

An individual may arrive with a support person to assist them. The support person can be a paid worker, a Volunteer or even a family member or friend. They offer a wide range of services such as interpretation, speaking on behalf of the guest, note taking, guiding, transportation, personal care and communication.

Hospice Wellington will provide access to our premises to both the individual and support person. It is important to focus for Employees to focus attention on the individual, not the support person. If an Employee is unsure of which is the individual, ask. The Employee should introduce themselves to both people and to talk directly to the individual, even if the support person is responding. Provide written materials to both the individual and support person and never separate the two. In cases where confidential information is being discussed or provided, consent should be obtained from the individual. Consent can range from written to a gesture from the individual, taking into account their disability.