

 <p>HR7- EMPLOYEE PERFORMANCE AND CONDUCT</p>	<p>TITLE: Accessibility Standards</p> <p>NUMBER: HR-7.9 Approved: April 2010 Revised: April 2012, August 2014</p>
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Policy Purpose

To ensure all Hospice Wellington’s programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

Policy Overview

These policies and procedures apply to all goods and services that are delivered by Hospice Wellington, by means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all Hospice Wellington staff, volunteers, and third parties who deal with the public, on behalf of Hospice Wellington.

Policy

The organization shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

I. Training

Training is required for those staff, volunteers or third parties that interact with the public on behalf of the organization, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on their premises, and what to do is a person has difficulty accessing Hospice Wellington’s services.

The training will include the core principles of customer service as set out by the Act which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

A training program will be implemented which will ensure compliance and meet the needs of various groups. Records are to be kept indication the date and training provided, and the number of individuals to whom it was provided

Third party organizations providing goods or services on behalf of Hospice Wellington shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

II. Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter Hospice Wellington with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use of benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to Hospice Wellington facilities at no charge.

III. Notice of Temporary Disruptions

Hospice Wellington will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the Hospice Wellington web site when appropriate. When the disruption is planned, advanced notice will be provided.

IV. Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services.

An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels.

Staff will make note of feedback given in person, verbally or in writing, online, by telephone, TTY or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

The Quality Committee will consult with staff regarding feedback and complaints and on improvements to customer service as needed.

V. Emergency Situations

Staff will be familiar with emergency procedures and how to assist customers or staff who may require help during an emergency.

Hospice Wellington is proactive in complying in the requirements under the Accessibility for Ontarians with Disabilities Act, 2005. Staff are required to comply with the requirement to undergo customer service training to support clients and visitors with disabilities. Staff must review the purpose of the law, understand how to interact and communicate with people with various types of disabilities, how to interact with people who use assistive devices and how to use the assistive devices available on the premises to help in providing the goods and services to clients with disabilities; how to interact with people with disabilities who require the assistance of a service animal; how to interact with people with disabilities who require the assistance of a support person; and what to do if a person with a disability is having difficulty accessing goods or services.