 <p>POLICY</p> <p>WRH Universal (WRU)</p>	Document Title: Accessibility Policy		Policy Number: ADM-64
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	Author: Kevin Marshall, Director, Corporate Services	Authorized By: Mark Fathers, VP& Finance and CFO David Musyj, CEO	Effective Date: 05/01/2017 Next Review Date: 05/01/2022 Origination Date: 05/01/2017

Accessibility Policy

POLICY

To provide accessible patient care and other related services are provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

PURPOSE

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public sector organizations including Windsor Regional Hospital must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for WRH, in accordance with Ontario Regulation 429/07.

SCOPE

This policy applies to all employees, volunteers and contracted staff of Windsor Regional Hospital.

DEFINITIONS

Accessible: Patient care and other related services are 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:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limited the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any 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
- b) A condition of mental impairment or a developmental disability
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) A mental disorder
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*


PROCESS

Windsor Regional Hospital is committed to providing exceptional and accessible service for its customers. Health Care and services will be provided in a manner that respects the dignity and independence to all patients, clients, residents and visitors. 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 the goods and services provided by and on behalf of the organization.

1.0 Use of Service Animals and Support Persons at Windsor Regional Hospital

- a) If a person with a disability is accompanied by a guide dog or other service animal, Windsor Regional Hospital will ensure that the person is permitted to enter our facility with the animal and keep the animal with him or her unless the animal is otherwise excluded. Where a service animal is excluded WRH will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from WRH's care and services. The Office of the Patient Representative will assist with facilitating a mutually agreeable solution where service animals may be excluded for Health and Safety reasons.
- b) If a person with a disability is accompanied by a support person, WRH will ensure that both persons are permitted to enter the facility, and that the person with a disability is not prevented from having access to the support person. Windsor Regional Hospital may require a person with a disability to be accompanied by a support person when in the facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. The Office of the Patient

All hard copies of this document to be considered REFERENCE ONLY. Always refer to WRH Intranet Policy & Procedure Library for latest version.

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Representative will assist with facilitating a mutually agreeable solution where support persons may be excluded for Health and Safety Reasons

For more information on the WRH policies for Service Animals and Support Persons, please see the separate *Accessibility - Use of Service Animals and Support Persons at Windsor Regional Hospital Policies*

2.0 Notice of Temporary Disruptions in Service

Windsor Regional Hospital will provide notice of temporary disruptions. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available, alternative services. Notice will be made conspicuous and may be displayed at the location of the disruption, on the website, by telephone, in a mailing or in a pamphlet.

For more information on WRH policy regarding Temporary Disruptions in Service please see the separate *Accessibility - Disruptions in Service Policy*

3.0 Accessibility Training Policy

- a) Every person who deals with members of the public or who participates in developing Windsor Regional Hospital's policies, practices and procedures governing the provision of goods and services to the public; including organization staff, volunteers, agents, contractors and others who provide service on behalf of the organization will receive training regarding the provision of goods and services to persons with disabilities.
- b) The training will include the following information:
 - the purposes of the Accessibility for Ontarians with Disabilities Act
 - how to interact and communicate with persons with various types of disabilities
 - how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
 - how to use equipment made available by the organization to help people with disabilities to access goods and services
 - what to do if a person with a disability is having difficulty accessing the organization's goods and services
- c) Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties. Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept


4.0 Feedback Process

Windsor Regional Hospital has a feedback process through which people with disabilities are encouraged to provide information and feedback about the goods and services they receive. Feedback can be received in a variety of ways, in person, by mail or email, by telephone, fax or otherwise.

The feedback process is promoted on the website and through other printed outreach methods. A copy of the feedback process and feedback form is available as requested.

5.0 Notice of Availability of documents

Windsor Regional Hospital will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on the website and through other printed methods.

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6.0 Format of documents

Windsor Regional Hospital is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, the organization will take into account the persons' ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

7.0 Assistive Devices

If a person with a disability utilizes a personal assistive device, Windsor Regional Hospital will ensure that the person is permitted to enter our facility with the device and keep the device with him or her unless the device presents an infection control risk or where there is risk of harm to the device and/or individuals. Where a device is excluded WRH will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from WRH's care and services. The Office of the Patient Representative will assist with facilitating a mutually agreeable solution where service animals may be excluded for Health and Safety reasons.

A variety of Assistive Devices (TTY service, lifts) and Assistive Services (Occupational Therapists, Speech and Language Pathologists) are available on site at WRH, the Office of the Patient Representative will assist individuals in accessing these services.

REFERENCES

Accessibility for Ontarians with Disabilities Act (AODA) <https://www.ontario.ca/laws/statute/05a11>

Related WRH Policies:

See also *Accessibility - Use of Service Animals at Windsor Regional Hospital Policy*

See also *Accessibility - Use of Support Persons at Windsor Regional Hospital Policy*

See also *Accessibility - Disruptions in Service Policy*