 <p>POLICY</p> <p>WRH Universal (WRU)</p>	<b>Document Title:</b> Disruptions in Services		<b>Policy Number:</b> ADM-65
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	<b>Author:</b> Kevin Marshall, Director Corporate Services	<b>Authorized By:</b> Mark Fathers, CFO & VP Corporate Services David Musyj, CEO	<b>Effective Date:</b> 06/01/2017 <b>Next Review Date:</b> 06/01/2019 <b>Origination Date:</b> 01/01/2010

## Disruptions in Services Policy

### POLICY

Customer Service Standard – Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

*5. (1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.*

*(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.*

*(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.*

Windsor Regional Hospital must provide public notice when services are temporarily unavailable or if services are expected to be temporarily unavailable in the near future. This notice is important to people with disabilities because they often go to a lot of trouble to access our facility. For example, they may book accessible transit, or arrange for someone to drive them.

### 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 means:

- a) Patient care and other related services 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:

- 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

People with disabilities may rely on Windsor Regional Hospital in order to access healthcare. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can reach the premises. Windsor Regional Hospital may also have other systems and services designed to meet the needs of people with disabilities, such as accessible washrooms, amplification systems, and note-taking or TTY services. Basically, we must

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provide a notification of disruption for any location, technology or method that a person with a disability must use in order for healthcare to be accessible to them.

Windsor Regional Hospital must provide notice of all disruptions, even those that are not expected. If the Hospital knows ahead of time that a disruption will occur, a notice must be made available in a reasonable time in advance. When a disruption occurs unexpectedly, such as when technology breaks down, notice must still be provided as soon as possible. Notice can be at the point of disruption.

Generally, disruptions, such as during a power outage or during a labour dispute, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption must be provided.

Once an unplanned disruption has been identified, notice should be provided as soon as possible about the reason for the disruption, how long it is expected to last, and what alternative facilities or services exist, if any. If the disruption is planned, such as elevator maintenance, the notice should be provided in advance and include the same information.

The notice must indicate any alternatives that exist to allow people with disabilities to access healthcare during the disruption. Such alternatives might include using a telephone relay service instead of TTY, an alternative route where a ramp or elevator is not available, or asking customers with disabilities to let you know when they will be coming so that you can help them outside. It is not necessary to publicize this information through newspapers or other media. However, it should be posted where people are likely to find it, for example, on the door entrances accessed by the Public, on the WRH website, or by any other reasonable method that would get the information to people with disabilities seeking to access services offered by WRH.

## REFERENCES

- *Accessibility for Ontarians with Disabilities Act, 2005*