

GENERAL POLICY & PROCEDURE

SUBJECT/TITLE ACCESSIBLE CUSTOMER SERVICE	DATE OF ORIGIN November 1, 2004
REVIEW DATE(S) Annual	REVISION DATE(S) April 1, 2010
APPROVED BY President and CEO	EFFECTIVE DATE April 1, 2010
DISTRIBUTION All Team Members, Medical Staff and Volunteers	

Background

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to achieve accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises in Ontario on or before January 01, 2025. The Act applies to organizations of all kinds (public, private, profit, non-profit, large, small), including hospitals, and requires the annual development of an Accessibility Plan to address barriers for people with disabilities. Common and sector-specific standard will be implemented by regulation – customer service, transportation, information and communications, built environment, and employment.

Tillsonburg District Memorial Hospital (TDMH) has prepared and posted its Accessibility Plan since 2003.

Accessible Customer Service

Accessible Customer Service includes various forms customer service – in person, telephone, electronic, mail, oral, visual, written; delivered by employees, volunteers or third parties.

DEFINITIONS

Assistive Device

Any device that is designed and/or adapted to assist a person to perform a particular task (i.e. canes, crutches, walkers, wheel chairs, personal sound amplification devices, ventilators)

Disability

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, included diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, 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.

POLICY

It is the policy of TDMH that all persons, regardless of ability or disability, have the right to access the services provided by TDMH, and participate in his/her own care plan. TDMH will make reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

REFERENCES

Accessibility Standard For Customer Service

Ontario Regulation 429/07

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Procedures for Providing Accessible Customer Service:

- **Assistive Devices**
- **Billing**
- **Communication**
- **Feedback and Questions**
- **Notice of Temporary Disruptions**
- **Notice and Format of Accessible Documents**
- **Service Animals**
- **Support Persons**
- **Telephone Service**

Accessibility Training Policy