

<b>LAKE OF THE WOODS DISTRICT HOSPITAL</b>	<b>Department Manual: Administration</b>	<b>Page 1 of 3</b>
	<b>Section: Environment - Safety</b>	<b>Original Creation Date: July 2004</b>
<b>Accessibility: Customer Service Standards - POLICY</b>		<b>Current Approval/Revision Date: 05/13/2013</b>

1. All LWDH Policies and Procedures will reflect the 14 Customer Service Standard requirements of the **Accessibility for Ontarians with Disabilities Act, 2005** (Exhibit) when relevant and appropriate.
2. All LWDH Policies and Procedures will be reviewed biannually or as required by the department and senior managers, ensuring that the 14 Customer Service Standard requirements of the **Accessibility for Ontarians with Disabilities Act, 2005** (Exhibit) are at all times considered when relevant and appropriate.
- 3 The Lake of the Woods District Hospital will provide its goods and services in a way that respects the dignity and independence of people with disabilities. We will give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.
- 4 The Lake of the Woods District Hospital is committed to excellence in serving all customers including people with disabilities and will carry out it's functions and responsibilities in the following areas:
  - 4.1 Communication**
    - 4.1.1** We will communicate with people with disabilities in ways that take into account their disability, including notifying them of relevant documents that are available to them and providing information in a format that takes into account their disability.
    - 4.1.2** We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
  - 4.2 Telephone services**
    - 4.2.1** We will provide fully accessible telephone service to our customers.
    - 4.2.2** We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
    - 4.2.3** We will offer to communicate with customers by other appropriate means of communication e.g. email, TTY, relay services if telephone communication is not suitable to their communication needs or is not available.
  - 4.3 Assistive devices (see also Personal Equipment Policy )**
    - 4.3.1** We will assist people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
    - 4.3.2** We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
    - 4.3.3** We will ensure that staff know how to use the following assistive devices available on our premises for customers:
      - Mobility aids – ie walkers, wheelchairs, crutches
      - Hearing assistive devices – ie Pocket talkers
  - 4.4 Billing**
    - 4.4.1** We will provide accessible invoices to all of our customers upon request.
    - 4.4.2** We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

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#### **4.5 Use of service animals and support persons (see Pet Visitation Policy - Infection Control Manual)**

**4.5.1** We will welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

**4.5.2** We will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

**4.5.3** We will welcome people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Lake of the Woods District Hospital's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises, as long as it is safe and appropriate to do so.

### **5. Notice of temporary disruption**

**5.1** The Lake of the Woods District Hospital will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted on our external website, and will be placed at all public entrances and service counters on our premises.

### **6. Training for staff**

**6.1** The Lake of the Woods District Hospital will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided **on initial hiring and to all staff when any significant change to accessibility policies occur, and training resources will be available to all staff for ongoing training.**

**6.2** Training will include the following:

**6.2.1** Review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

**6.2.2** How to interact and communicate with people with various types of disabilities.

**6.2.3** How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

**6.2.4** How to use any required equipment available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities

**6.2.5** What to do if a person with a disability is having difficulty in accessing the Lake of the Woods District Hospital's goods and services

**6.2.6** The Lake of the Woods District Hospital's policies, practices and procedures relating to the customer service standard.

**6.2.7** Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **7.0 Feedback process**

**7.1** The ultimate goal of the Lake of the Woods District Hospital is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

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- 7.2 Feedback regarding the way the Lake of the Woods District Hospital provides goods and services to people with disabilities will be received by **e-mail, verbally, suggestion box, or by letter**. All feedback will be directed to **the CEO**. Customers can expect to hear back within **1 week**.
- 7.3 Complaints will be addressed according to complaint categories already established in the Lake of the Woods District Hospital's complaint management procedures.