



The Hospice of Windsor and Essex County Inc.
L'Hospice de Windsor - Essex Inc.

Appendix 3 – Policy

THE HOSPICE OF WINDSOR & ESSEX COUNTY INC

Number: ADM -017

SUBJECT: ACCESSIBLE CUSTOMER SERVICE STANDARD

DATE ADOPTED: September 21, 2010

PURPOSE: The purpose of this policy and the related procedural guidelines is to establish accessibility standards for patient, family, volunteer and guest service that ensures respect, dignity and equality for persons with disabilities, in accordance with Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards for Customer Service, Ontario Regulation 429/07 by all agency staff.

POLICY: **All staff will follow the established procedural guidelines that ensure that The Hospice of Windsor and Essex County Inc. communicates with people with disabilities in ways that take into account their disability and respect their independence and dignity.**

PROCEDURE: The Hospice of Windsor & Essex County Inc. will provide this policy and procedural guideline information to all persons, upon request, in a format requested by the person.

Staff and other representatives of the agency will receive Accessible Customer Service training regarding the purpose of the Accessibility for Ontarians with Disabilities Act and other areas as outlined in the “Accessible Customer Service Standard: Procedural Guidelines” under the staff training section.

A copy of the guidelines will be kept in each department.

ACCOUNTABILITY: The Executive Director or designate shall be responsible for insuring that this policy is implemented and receives regular monitoring.

DEPARTMENTAL RESPONSIBILITIES:

The Directors will ensure that all staff understand and are made aware of this policy and ensure compliance with the policy.

Training will be conducted on an on-going basis as changes arise in the Act.

Accessible Customer Service Standard

Procedural Guidelines

Use of Service Animals

A person with a disability who is accompanied by a guide dog or other service animal is permitted to enter the Hospice of Windsor and Essex County premises and expected to keep the animal with him or her during their visit. Staff, volunteers and other individuals dealing with the public will be properly trained on accessible customer service standards with regard to the use of service animals. If a service animal is excluded by law from being on the premises, The Hospice of Windsor and Essex County will make every effort to ensure the person with a disability can obtain services.

Use of Support Persons

A person with a disability, accompanied by a support person will be permitted to enter the premises together. The person with a disability will have access to the support person while receiving services. The Hospice of Windsor and Essex County may require the support person to sign privacy and confidentiality documentation depending on the type of service received by the person with a disability. Support persons are encouraged to accompany the person with a disability in order to ensure their health and safety or the health and safety of others on the premises. The Hospice of Windsor and Essex County will consider all requests submitted by persons with disabilities regarding the attendance of their support persons at a Hospice sponsored event.

Use of Assistive Devices

The Hospice of Windsor and Essex County allows the use of physical assistive devices (wheelchairs, walkers, oxygen tanks) and provides communication assistive devices (TTY phone) on its premises.

Notice of Temporary Disruptions

The Hospice of Windsor and Essex County's notice of temporary disruption of any of its services will include information about the reason for the disruption, its anticipated duration and if possible or applicable a description of alternative facilities or services that are available. Notice will be provided for public view near the location of the disruption or by any other means deemed reasonable in the circumstances.

Training for Staff

The Hospice of Windsor and Essex County will provide training to all employees, volunteers, students and others who deal with the public or any other third parties acting and representing on their behalf. Board members involved in the development, reviews and approvals of policies and procedures, will also receive training during their initial orientation. If the work placement is temporary, The Hospice of Windsor and Essex County will ensure and may request proof of most recent training from the persons working on the premises or publically representing The Hospice of Windsor and Essex County.

Staff who work with members of the public or other third parties will receive Accessibility training that will include:

1. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessible Customer Service Standard.
2. Guidelines for interacting and communicating with persons with various types of disabilities.
3. Guidelines for interacting with persons with disabilities who use assistive devices or require the assistance of a support person, guide dog or other service animal.
4. Guidelines for using equipment or devices available on The Hospice of Windsor and Essex County's premises or otherwise provided by The Hospice of Windsor and Essex County that may help with the provision of programs or services to a person with a disability.
5. Guidelines for proper initiating and responding if a person with a particular type of disability is having difficulty accessing The Hospice of Windsor and Essex County's programs or services.

AODA Accessible Customer Service Standard training will be provided to each person as soon as is practicable and will be provided on an ongoing basis for updates on legislation, changes to the agency policies, practices and procedures governing the provision of programs or services to persons with disabilities. Staff completion of training certificates will be kept in the personnel files. Letters or documents of proof of training from contractual service providers will be kept on file as well.

Feedback Process

- (1) The Hospice of Windsor and Essex County will invite its visitors to provide feedback and will survey patients, caregivers and employees twice yearly with a question on accessibility.
- (2) The Hospice of Windsor and Essex County will respond to the feedback within a maximum time period of 5 days and in a format that takes into account accessibility concerns.

Methods by which The Hospice of Windsor and Essex County receives and responds to feedback include:

- a. in person;
- b. by telephone;
- c. in writing (using the Feedback Form) /or by delivering an electronic text by email;
- d. on diskette, or otherwise;
- e. TTY telephone;