

Accessibility for Persons with Disabilities Policy, 2013

Policy

St. Joseph's Health Care, London's (St. Joseph's) Accessibility for Persons with Disabilities Policy was initially approved in 2009 and has since undergone several revisions. This policy reflects the Accessibility for Ontarians with Disabilities Act, Customer Service Standards and Integrated Accessibility Standards and contributes to the fulfillment of St. Joseph's mission *to help all who come to us for care to maintain and improve their health. We work with people to minimize the effects of injury, disease and disability.*

St. Joseph's is committed to delivering accessible care in a manner that respects the dignity and independence of all patients with disabilities. The provision of care is in the spirit of integration as we strive to provide patients with disabilities with the same or similar opportunities to benefit from care and services, in the same place and in the same manner as others.

Procedures

Customer Feedback

People with disabilities are encouraged to provide information and feedback about care and service in-person, by mail, by email or by phone to a leader or the patient relations coordinator.

Notice of Temporary Disruptions

Notices of temporary disruptions are posted close to the site of the disruption. Information contained in the notices include the reason for the disruption, its anticipated duration and a description of available alternative services. When the disruption is planned and is expected to last longer than 24 hours, information is posted to the public website and logged in a database.

Assistive Devices

When accessing care or services, patients are requested to bring with them assistive devices they use to carry out daily activities. Efforts are made to support the use of assistive devices. Assistive devices include but are not limited to: wheelchairs, hearing aids, adaptive computer technologies, walkers, crutches and personal sound amplification devices.

Communication

St. Joseph's strives to communicate with people with disabilities in ways that take into account their disabilities and related needs.

Service Animals

St. Joseph's is committed to welcoming people with disabilities who are accompanied by service animals. Service animals are permitted in areas that are open to the public and other third parties. In areas where service animals are excluded by law, or where the presence of service animals may adversely affect the health and safety of others, people using service animals accessing these areas are asked to make arrangements for their service animals to be supervised outside of these areas. If the animal cannot accompany the person with the

disability, staff ensures measures are available for the person to obtain, use and benefit from care and services.

Patients should discuss their desire to bring service animals to appointments with clinic coordinators when booking appointments. Clinic coordinators can provide information that may help access care or service.

Support Persons

St. Joseph's welcomes support persons who accompany patients with disabilities to the hospital premises. Reasonable efforts are made to facilitate access to support persons except where the safety of a person is at risk. If the support person cannot accompany the person with the disability, staff ensures measures are available for the person to obtain, use and benefit from care and services.

Training

Training is provided to employees, physicians and volunteers; records of who took training and when are maintained electronically. The content of the training is based on the Customer Services Standards and the Integrated Accessibility Standards. To support formal training programs and reinforce key messages, communication about various aspects of accessibility is incorporated into hospital publications.

Availability of Documents

Documents required by the Customer Services Standards and the Integrated Accessibility Standards are available upon request in a format that is acceptable to the person making the request and the organization.

Reporting

St. Joseph's maintains documents to demonstrate compliance with the Standards and submits reports to the Ministry as required.

Accessibility Plans

Multi-year accessibility plans are produced in compliance with the Integrated Accessibility Standards, the Ontario Disabilities Act and in consultation with the Accessibility Advisory Committee and other stakeholders. Once an accessibility plan is approved by the Senior Leadership Team it is posted to the public website. Status reports are also submitted to the Senior Leadership Team in the years that a full plan is not prepared.

Workplace Emergency Response Information

Emergency response procedures for patients and visitors are posted on St. Joseph's public website and are available in accessible formats upon request.

Individualized emergency response information is provided to any staff member who self identifies as having a disability.

Transportation Services

Where applicable, St. Joseph's provides accessible transportation or equivalent services upon request.

Procuring or Acquiring Goods, Services or Facilities

When procuring or acquiring goods, services or facilities, accessibility criteria is incorporated into the process. This includes procuring or acquiring self-service kiosks.