

THE SCARBOROUGH HOSPITAL		ADMINISTRATIVE MANUAL	
AUTHORIZED BY:	President and CEO	POLICY NUMBER:	TBD
EFFECTIVE DATE:	January 1 st , 2010		
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SUBJECT:	The Scarborough Hospital Accessible Customer Service Policy		

Mission:

In fulfilling its mission *to provide an outstanding care experience that meets the unique needs of each and every patient*, The Scarborough Hospital (TSH) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities.

Policy:

TSH is dedicated to excellence in serving all patients, families and visitors. We are committed to providing people with disabilities the same opportunities to access our care and services, allowing them to benefit from the same services, in the same place and in a similar way, as other patients and their families.

This policy establishes accessibility standards for customer service at TSH, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (the Act) and Ontario Regulation 429/07.

Scope:

This policy applies equally to all members of the Hospital community, including employees, Physicians, volunteers, students, contractors and any others who interact with the public on behalf of the Hospital.

Definitions:

Accessible means that customer service is provided in a way that is capable of being easily understood or appreciated; that is easy to get at, be reached, or entered. It is equally obtainable to all.

As defined in Section 2 of the Act, Disability means:

- 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, 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; and/or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Section 1: Use of Service Animals and Support Persons

Service Animals:

We are committed to welcoming people with disabilities who are accompanied by service animals to all areas of the hospital unless excluded by law or public health concern. Exclusions at TSH include the Intensive Care Unit (ICU), Operating Room (OR), Coronary Care Unit (CCU), Acute Medical Unit (AMU), Acute Surgical Unit (ASU), Hospital laboratories, kitchens, medication preparation areas, sterilization areas (SPD) and clean or sterile supply storage areas.

People accompanied by service animals are responsible for the care and supervision of their service animals. TSH will not accept responsibility for service animals' care while the animal is on the premises. It is the owner's responsibility to make arrangements for their animals' care.

Additionally:

- The infection control unit must be notified of the service animals' presence in the hospital.
- The service animal must have current vaccinations and the owner of the animal may be asked to provide a certificate of vaccination.
- The service animal must be free of any parasites, fleas/ticks, diarrhea and exposed skin lesions.
- The service animal must have recently been bathed.
- Patients with service animals cannot be placed in a room with another patient who has an allergy to the service animal.

If a person with a disability is prevented from accessing their support animal, the hospital will, where appropriate and available, arrange an alternate service to allow that person to access hospital services.

Support Persons:

People with disabilities who are accompanied by a support person have the right to have access to that support person while receiving care and services at TSH.

The hospital may, however, limit a support person's access to their charge on the basis of medical or safety considerations. For example, if a designated support person has a communicable illness and it is likely that they will put others at risk due to their illness, they may be denied access to their charge or to areas of the hospital.

If a person with a disability is deprived of access to their support person for this reason, the hospital will assume responsibility for the basic care of the individual with a disability. If possible, situations requiring the separation of individual and support person will be discussed with the individual in advance and appropriate measures taken.

The hospital may also require the presence of a support person, if it is deemed by staff that a significant amount of risk is incurred by an individual with a disability who is attempting to access hospital services without assistance.

Section 2: Assistive Devices:

TSH will ensure that relevant staff members know how to access and use the assistive devices that are available at TSH and that there are instructions available for these devices. These include, but are not limited to:

- Staxi Chairs are available at both main campuses.
- Accessible washrooms are available at all of our locations.
- TTY and access to sign language are available for deaf, deafened, and hard of hearing patients.
- The following equipment is available thorough the telecommunications department at both campuses:
 - Alert master 6000 (for labour and delivery)
 - Baby Sound Monitor
 - In-Line Amplifier
 - Uniphone 1000 TTY (for patient's room)
 - Pocket Talker Pro/Stetoclip Headset
 - Neck loop
 - Call Alert 100

Section 3: Notice of Temporary Disruptions

TSH will provide notice to the public in the event of planned or unexpected disruptions in the facilities or services usually used by people with disabilities. These notices will include information about:

- the reason for the disruption
- how long the disruption is expected to last
- a description of any available alternative facilities, services or resources

All disruptions in accessibility services must be reported to the Community Relations and Public Affairs Department so that a notice of temporary disruption can be issued. Notices of Temporary Disruption may be:

- Posted in large print in key areas of the hospital, such as at public entrances and on service counters, as determined by Corporate Communications
- Posted on the Scarborough Hospital's website
- Communicated to members of the Hospital community via intranet or email so they are aware of the disruption and can appropriately guide individuals with disabilities to alternative services, if available.
- Issued to the local media through news releases in the case of serious and longer term disruptions in accessibility services.

Section 4: Accessibility Training

All members of the Hospital community, including staff, volunteers, Physicians, Board members, contractors and others who interact with the public or other third parties on behalf of the Hospital will receive training on providing customer service to people with disabilities.

Training will be provided based on individuals' needs and duties within the Hospital and as soon as is practical after they are assigned the applicable duties. Training may be in the form of a group session, a brochure, a web-based training modules and/or as a component of the New Hire Orientation agenda. Training records will be kept for all participants.

Section 4: Accessibility Training continued...

Training will include:

- the purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the Customer Service Standard;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use assistive devices, or who require the assistance of a service animal or support person;
- how to access equipment made available by the Hospital to help people with disabilities access care and services;
- what to do if a person with a disability is having difficulty accessing the Hospital's care and services; and
- The Hospital's policies, practices and procedures relating to the customer service standards.

Section 5: Feedback Process

Feedback and comments on the quality of care and services The Scarborough Hospital provides to people with disabilities are welcome and appreciated. All feedback will be reviewed and responded to. Feedback can be provided to the Hospital by:

- Speaking directly to a hospital employee
- Contacting a Patient Relations Facilitator:
 - Birchmount Campus: (416) 495-2701 ext. 5424
 - General Campus: (416) 431-8200 ext. 6433
- Completing the online **Patient Feedback Form** on our website: Go to www.tsh.to and click on the link to "Patient Relations."
- Mailing comments to the Hospital, addressed to "Patient Relations"

This feedback process is promoted on the website and through other printed outreach methods.

The Feedback Policy is available on the intranet.

Section 6: Notice of availability of documents

Notice of the availability of documents will be provided on the web site and through other printed methods.

Section 7: Format of documents

When requested, the Hospital will provide documents or information contained in documents in alternate formats that take into account the requestor's accessibility needs.