

**St. Joseph's General Hospital Elliot Lake
PROCEDURE MANUAL**

Department	Human Resources
Subject:	AODA – Provision of Goods and Services Including the Use of Assistive Devices - Procedure
Procedure Number:	PRS II-a-10
Distribution List:	All Departments
Approved By: Chief Executive Officer	M. Hukezalie
Date Originated:	December 1, 2009
Last Reviewed:	
Date(s) Revised: (NB RETAIN PREVIOUS POLICY)	
Senior Manager's Signature:	<i>R. Primeau</i> , Director Human Resources

PROCEDURE

Purpose

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standard for Customer Service (Ontario Regulation 429/07).

Application

These procedures and practices apply where persons with disabilities require assistance in accessing the goods and services provided by and on behalf of St. Joseph's General Hospital Elliot Lake ("the Hospital" which includes the Oaks Treatment Centre and St. Joseph's Manor). This may include the person's use of their own assistive device and the assistive devices or other reasonable forms of assistance provided by the Hospital.

Procedures and Practices

1. The Hospital is committed to making reasonable efforts to accommodate persons with disabilities in accordance with the following principles:
 - a) dignity
 - b) independence
 - c) integration, except where alternate measures are necessary to meet the needs of people with disabilities, and
 - d) equal opportunity (s.3(2), Ontario Regulation 429/07)

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2. The Hospital will establish procedures and practices pertaining to the need of accommodated persons with disabilities so that they are able to access the Hospital's services.
3. When communicating with a person with a disability, the Hospital will do so in a manner that takes into account their disability and staff will demonstrate awareness of how to interact with persons who require the assistance of support persons, service animals and assistive devices.

Accommodating Clients with Disabilities

1. In most situations, the customer should initiate a request for accommodation including the need for an assistive device to Hospital staff. Staff will be pleased to work with the customer to provide a suitable form of assistance.
2. Where staff is aware of a person's need for assistance in accessing goods and services, staff will inform persons with disabilities of the accommodations and/or the assistive devices the Hospital makes available to persons with disabilities.

Accommodation

1. Accommodation often involves simple or informal forms of assistance that staff can provide quickly and easily. For example, staff may offer to fill out a form for a person who finds it difficult to grip a pen.
2. In some instances, more formal accommodation may be requested. Formal accommodation, such as a sign language interpreter, may require pre-planning. Some requests for accommodation will be uncertain and require assessment to determine the best accommodation to allow the client or customer to access services. Such accommodation may require pre-planning by staff and management and/or the approval of expenses.

Management Responsibilities

Managers or their delegates will:

- a) either approve, deny, research and/or approve the accommodation request
- b) ensure the accommodation has been arranged for the client
- c) make certain the customer is kept informed of the status of their request in a timely manner

The Use of Assistive Devices

1. Persons who require the use of an assistive device will be permitted to keep their device with them while accessing Hospital goods and services unless the health and safety of the client or others is at risk or where there is a risk of damage to any person or property.
2. Persons using assistive devices are expected to operate the device in a controlled manner at all times.
3. If the device cannot stay with the person or if the person is not permitted to use the device, the Hospital will make certain that other means of accommodation are available to the customer.

Disagreements about the Use of Assistive Devices and Accommodation Decisions

In the event that staff and clients or customers disagree about the use of assistive devices or accommodation decisions, staff will follow the Hospital's feedback system, Compliments, Complaints and Appeals Procedure.

Storing and Releasing Accommodation Records

Accommodation records containing information about a particular client or other customer will be subject to the confidentiality restrictions of the Personal Health Information Protection Act (PHIPA).

Service Providers and Others Providing Services on Behalf of the Hospital

Service providers and others providing service on behalf of the Hospital will adhere to these procedures and practices.

Review of Procedures and Practices

These procedures and practices will be reviewed annually to ensure they are in accordance with legislation and meeting the needs of persons with disabilities.

(typist's initials)

References:

Reviewed in consultation with: Senior Management; Managers

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Corresponding Form Numbers:

Path and File Name: