

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Purpose:

At-Home Hospice (AHH) strives to improve the ability of clients to access AHH services and recognizes its responsibilities to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

AHH is required by law to have accessibility standards for Customer Service as of January 1, 2010.

AODA became law in 2005 and requires that accessibility standards be developed for customer service; information and communication; employment; transportation; and the built environment. These standards are mandatory for designated public and private sector organizations across Ontario.

The Government of Ontario through the Accessibility for Ontarians with Disabilities Act (AODA) will make Ontario accessible by 2025.

AHH has developed Policies, Procedures and Practices to meet these standards. AHH keeps records of staff training that include the dates on which training occurred and the number of staff trained. These records must be available to the public upon request.

Policies and Procedures will be reviewed annually and at the time of release of any additional standards under the AODA to ensure consistency and compliance with the legislative requirements. The Procedure will also be reviewed should changes in other relevant legislation occur.

Guidelines

Use of Assistive Devices Process

Purpose:

At-Home Hospice strives to improve the ability of our clients to access our services. AHH recognizes that assistive devices may provide the support needed for some clients to be able to do this. This guideline is designed to ensure:

- Respect for the Client's dignity and independence
- Understanding of the Client's needs.

Policy: AHH – Accessible Customer Service

Relevant Legislation:

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Occupational Health and Safety Act and Regulations
Workplace Safety and Insurance Act and Regulations
Personal Health Information Protection Act, 2004 (PHIPA)

Procedures:

This process applies to any individual presenting at the AHH office site where members of the public have the right of access. These sites include publically accessible spaces such as reception areas, meeting rooms, seminar rooms, and interview rooms.

All AHH staff who deal with the public shall receive training on customer service for persons with disabilities. Training will also be given to administrative staff who develop policies, procedures and practices about the provision of services. Trained individuals will therefore include employees, volunteers, contractors and others who interact with the public.

Communication with a person with a disability will be done in a manner that takes that disability into consideration and is based on an assessment of the needs of the individual who is requiring the services.

The purposes of the Accessibility for Ontarians with Disabilities Act, 2005

- To ensure equal access to services, employment, transportation, information or buildings that other Ontarians enjoy.
- To create standards to improve accessibility across the province.
- Allows the government to develop specific standards of accessibility and to enforce them

The requirements of the Accessibility Standards for Customer Service, Ontario, Regulation 429/07

Who is the person with a disability?

This definition under AODA is the same as the definition of disability in the Ontario Human Rights Code.

AODA Section 2

In this 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 impediment, 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, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety Insurance Act, 1997;

AHH – Promises:

- **AHH has policies, practices and procedures to provide goods or services to people with disabilities.**
- **AHH uses reasonable efforts to ensure that these policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.**
- **AHH policies allow people to use their own personal assistive devices to access goods and use services.**
- **AHH staff are able to communicate with a person with a disability in a manner that takes into account his or her disability.**
- **AHH staff allows people with disabilities to be accompanied by their guide dog or service animal when visiting the office, unless the animal is excluded by another law. If a service animal is excluded by law, AHH will use other measures to provide services to the person with a disability.**
- **AHH allows people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.**
- **Where admission fees are charged there will be no charge for a support person of a person with a disability.**
- **AHH will provide notice when facilities or services that people with disabilities rely on to access or use AHH goods or services are temporarily disrupted.**
- **AHH trains staff, volunteers, contractors and any other people who interact with the public or other third parties on behalf of AHH on a number of topics as outlined in the Customer Service Standard.**
- **AHH has established a process for people to provide feedback on how AHH provides good or services to people with disabilities and how AHH will respond to any feedback and take action on any complaints. Information about the feedback process is available to the public.**

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

- **Communicating with a person with a disability will be done in a manner that takes that disability into consideration and is based on an assessment of the needs of the individual who is requiring the services. Assessment of need may be done at the time an individual presents for service. Clients receiving ongoing service from AHH will have their needs documented in their client information record.**
- **Communication is a process of providing, sending, receiving and understanding information. This means that you must consider how the disability affects the way that the person expresses, receives or processes communications. The goal is to communicate in an effective manner.**
- **Communication methods may include in person, by phone, online, handouts and brochures.**
- **Communications methods will be evaluated to ensure effectiveness of method used.**
- **Documents will be made available in large print when this will improve accessibility.**
- **To provide accessibility at seminars AHH will offer the services of a sign language interpreter upon request so that people who experience deafness or a hearing impediment may participate effectively.**
- **Where AHH is providing care to a client with a communication disability our staff will receive instruction to allow effective communication e.g. the use of an electronic communication system.**
- **When clients with hearing or sight challenges register for AHH in-services and/or seminars and identify their disabilities AHH staff will make every effort to provide them with seating in a location that allows them the easiest access to participate in the learning experience.**

Personal Assistive Devices

Personal assistive devices are usually devices that people bring with them, such as a walker or a personal oxygen tank. However, some people with disabilities may use the assistance of a service animal or a support person.

Examples may include, but is not limited to, dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

These policies would apply when clients visit the office or attend an in-service.

If a person with a disability is accompanied by a service animal and enters the premises of AHH or a venue where an AHH in-service or seminar is scheduled the person is expected to keep the animal with him/her. As AHH uses third party properties for educational in-services, prior approval to bring a service animal would be required to allow AHH to make arrangements if necessary. Other peoples' allergies may be a consideration.

If a client with a disability is accompanied by a support person to the AHH office or education program there will be no charge for the support person. Prior knowledge of a support person would allow registration personnel to have a name tag prepared and ensure seating should space be limited.

Customer Service Standard:

4.(8) "support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Responsibilities of People with Service Animals:

- It is the responsibility of the person using the service animal to keep the animal under control at all times.

Removal of the Service Animal from AHH premises:

- Service animals displaying aggressive behaviours or posing a risk to the health and safety of others will be removed from AHH premises.

Persons afraid of or allergic to animals:

- Should AHH staff providing service to client's using service animals be allergic to the animal or have a fear of animals, another AHH staff person will be asked to provide service.

How to use the assistive devices at the Champlain CCAC offices and assistive devices otherwise made available by the CCAC for person with disabilities:

CCAC will ensure that staff are trained on or about the assistive devices made available by the Champlain CCAC and realize that person with disabilities may use their own assistive devices to access CCAC goods and services.

What to do if a person with a disability is having difficulty in accessing goods and services:

AHH employees should ask a client how he or she can be accommodated and what alternative methods of service provision would make the service more accessible.

Champlain CCAC's policies, practices and procedures relating to the provision of goods and services to the public and other third parties.

Information will be available on this website: www.athomehospice.com

Notice of temporary disruptions:

In the event that the AHH office is closed for any reason, the phones will always be answered. Advice re: any disruption in administrative services will be on the answering machine or verbally explained by the answering Coordinator.

AHH e-mails will continue to be monitored remotely.

Feedback Process:

The ultimate goal of AHH and CCAC is to meet and surpass customer expectations while servicing customers with disabilities. Comments on AHH services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way AHH provides goods and services to persons with disabilities can be made in person, by telephone, in writing or by e-mail. Complaints will be addressed by management staff within two working days.

Contact information:

Tel: 613-792-1167;

Fax: 613-792-1413;

E-mail: info@athomehospice.com

Training

AHH will ensure appropriate levels of training to all employees. This training will be provided during Orientation and to existing employees during office visits. Training will be in-keeping with the requirements of Ontario Regulations 429/07. Records of training will be kept and will include the dates on which training occurred and the number of persons trained.

Training will include the following topics:

- The purposes of the Accessibility for Ontarians with Disabilities Act 2005;
- The requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the assistive devices available at the Champlain CCAC offices and otherwise made available by CCAC for persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Champlain CCAC's goods and services;
- Champlain CCAC's policies, practices and procedures relating to the provision of goods and services to the public and other third parties.

Training methods may include the classroom setting, an on-line module or handouts. All staff will sign an acknowledgement that they have participated in this learning experience. Opportunities for feedback will be encouraged.

I, Karen Seaby Operations Director, certify that all the required information has been provided and is accurate.


Signature


Date