



Section: **Corporate Policies**

Created by: Human Resources

Subject: **Customer Service Accessibility**

Effective Date: 27-Mar-2012

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PURPOSE:

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. All services provided by the Ottawa Fertility Centre (OFC) shall follow the principles of dignity, independence, integration and equal opportunity.

SCOPE:

This policy applies to all OFC employees in patient contact areas, management, physicians, fellows, and students.

DEFINITIONS:

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 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 and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a 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, medical needs or access to goods and services.

POLICY:

The OFC is committed to providing high quality, patient-centred care, while eliminating barriers and improving accessibility for persons with disabilities and providing services in a way that respects the dignity and independence of people with disabilities. People with disabilities will be given the same opportunity, where possible, to access and benefit from our services, in the same place and in a similar way as other patients.

When communicating with a person who has a disability, we will communicate in a manner that takes into account the person's disability. We will train employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate with customers over the telephone in clear and plain language.

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will also ensure that our employees know how to use assistive devices that are available in various locations for customers' use.

We welcome persons with disabilities who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public. If a service animal is legally excluded from some parts of the premises (e.g. Recovery Room and Blood Lab), we will provide alternative measures to enable the person to obtain, use or benefit from our services. We will ensure that all employees are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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Notice of Temporary Disruption in Service

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed at all public entrances and at the point of disruption. This notice will be provided in accessible formats as required.

Training

We will provide training to all employees, and others who deal with patients and to all individuals who are involved in the development and approval of the patient service policies, practices and procedures. Training must be completed during the employee orientation process. Training will include:

- A review of the Accessibility for Ontarians with Disabilities Act, 2005 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 an assistive device or require the assistance of a service animal or support person.
- How to use the equipment or assistive devices that are available on our premises or that we otherwise provide that may help with the provision of goods and services to people with disabilities. What to do if a person with a disability is having difficulty in accessing our goods and services. Ottawa Fertility Centre, practices and procedures governing the provision of services to people with disabilities.
- Training records will be kept, including the dates when the training is delivered the number of employees to whom the training was provided and their names.

Feedback Process

OFC aims to provide high quality, patient-centred care while serving patients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way the OFC provides services to people with disabilities can be made by sending an e-mail to Human Resources at cspadaccini@conceive.ca. All feedback will be directed to the OFC Managing Director. We will make all reasonable efforts to address concerns or complaints immediately.

Availability of Customer Service Documents

We shall, upon request, give a copy of this policy to any person. Requests for accessible customer service documents should be made to Human Resources. If a person with a disability requests a copy of this policy, we will provide the policy, or the information contained within the policy, in a format which takes into account the person's disability.

REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005
Accessibility Standards for Customer Service, Ontario Regulation 429/07
Blind Person's Rights Act, 1990

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Health Protection and Promotion Act, Ontario Regulation 562
Ontario Human Rights Code, 1990

Revision Dates	Summary of Revisions
13-Feb-2014	Policy incorporated into Orientation training

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