

Title: Accessibility and Customer Service for People with Disabilities	Policy No.: AHR 3.6.15
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1.0 Purpose

This policy ensures that all members of the hospital community are aware of the benefits of achieving accessibility for people with disabilities; and know the rights and responsibilities of employees, volunteers, physicians, students, clients and visitors with regard to accessibility and client service. This policy establishes accessibility standards for Customer Service at CAMH in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and in keeping with Ontario Regulation 429/07. This policy is also in keeping with the Canadian Charter of Rights and Freedoms, the *Human Rights Code*, and consistent with CAMH mission, vision, values and goals.

2.0 Persons Affected

This policy applies to all CAMH employees, physicians, volunteers, contractors and any other people who interact with the public, clients or family members on behalf of CAMH.

This policy applies to all activities that take place at CAMH as well as work-related activities that take place off site such as conferences, forums, client work in the community and so forth.

3.0 Policy

CAMH believes that treating people with respect is a key guiding principle for excellent client care and an effective, healthy organization. We are committed to eliminating differences in health status between groups and to creating a diverse and inclusive workplace.

3.1 All goods and services provided by CAMH will be provided in a manner that

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respects the dignity and independence of people with disabilities.

- 3.2 All providers of CAMH's goods and services will communicate with people with disabilities in ways that take into account their disability and services will be provided according to individual needs. E.g.: interpreter, sign language, communication board, telephone relay, printed material in large font or via email.
- 3.3 All goods and services provided by CAMH to people with disabilities will be integrated as fully as possible into service delivery, and allow people with disabilities to benefit from the same services as other people, delivered in a similar way.
- 3.4 People with disabilities will be given equal opportunity to obtain, use and benefit from the services or goods provided by CAMH.
- 3.5 People with disabilities have the right to use their own personal assistive devices while accessing the goods or services provided by CAMH, unless there is a defined risk associated with that use.
- 3.6 CAMH staff will be familiar with the supports, assistive devices and accessible spaces available at CAMH to increase the accessibility of our services to people with disabilities. (Please see Insite: http://insite.camh.net/staffhandbook/accessibility_resources47332.html.)
- 3.7 People with disabilities who use a service animal have the right to enter CAMH with the animal and keep the animal with them, unless this is precluded by law. Where a service animal is excluded by law, the organization will ensure that other measures are available to the person with a disability to obtain, use and benefit from the services provided.

Note: In most cases it will be obvious that an animal is being used for reasons relating to a person's disability. If it is not apparent, the person will usually have a letter from a physician or nurse confirming that the animal is needed for reasons relating to a disability, or a certificate confirming that the animal has been trained by a professional service animal institution.
- 3.8 People with disabilities who are accompanied by a support person have the right to have access to that support person while accessing goods and services of CAMH. If discussing confidential information always ask the person with the disability if they prefer their support person to stay present.
- 3.9 CAMH will provide notice in the event of a planned or unexpected disruption in

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the facilities or services usually used by people 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. All CAMH representatives will endeavor to provide notice directly to clients (for example by telephone or e-mail depending upon the person's disability), and through posted announcements. Planned service interruptions for elevators, driveways and parking areas are posted by Facilities Planning at the relevant locations and on CAMH Insite, including information on the duration of the interruption and any alternative facilities that may be available. If there is an unexpected disruption, clients will be notified as soon as possible and Facilities Planning will be notified as appropriate.

- 3.10 All CAMH employees, physicians, volunteers, contractors and any other people who interact with the public on behalf of CAMH will receive training on providing customer service to people with disabilities. A variety of methods will be used including an information guide/booklet, an e-learning tutorial and in-service education as appropriate to job roles and functions.

Training will include:

- The purpose 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 a support person
- How to access an in-house resource on how to use the equipment or devices available at CAMH's or otherwise that may help with the provision of goods or services to people with disabilities, e.g. bell relay, accessible washrooms, ASL interpretation.
http://insite.camh.net/staffhandbook/accessibility_resources47332.html
- What to do if a person with a disability is having difficulty in accessing CAMH's goods and services
- CAMH's policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

The training will be disseminated as follows:

- All current staff will receive the training booklet "Equity, respect and inclusion: a staff guide to ensuring accessibility for people with disabilities" which will be distributed with their pay statements.

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- All new staff will receive customer service training via the booklet as part of their orientation process.
- Additional e-learning training is available on Insite.
- The training booklet, “Equity, Respect and inclusion: a staff guide to ensuring accessibility for people with disabilities”, will also be available on the intranet ‘Insite’ for CAMH staff.
- All 3rd party contractors and volunteers who provide customer service will receive the CAMH Customer Service booklet, “Equity, respect and inclusion: a staff guide to ensuring accessibility for people with disabilities” in PDF, text or hard copy prior to commencement of their work at CAMH.

The training will be recorded as follows:

- Every new staff receives an orientation package with their offer letter and other key documents, which will include the Customer Service training booklet.
- All current staff will receive a copy of the Customer Service booklet with pay statement distribution
- Online learning will be recorded by the training provider and then tracked by the Organizational Development Department
- Attendance at orientation will be recorded through Organizational Development
- Volunteers who provide customer service will receive the training booklet or the online training, which will be recorded through Volunteer Services
- Physicians will receive training via the training booklet (either hard copy or PDF).

3.11 CAMH has a process to receive feedback on the provision of goods and services provided to people with disabilities accessing service at CAMH. The Client Relations Service works with the CAMH Bill of Client Rights and the health care team to optimize the hospital experience for clients, families and visitors and feedback is very important. Clients, families and visitors are encouraged to contact Client Relations with questions, complaints compliments and suggestions regarding services at CAMH. This includes any feedback related to accessibility and customer service at CAMH for people with disabilities. Client Relations will work with clients to determine a process for responding to feedback and will coordinate a response from the health care team. Any staff receiving comments/feedback may refer people to the Client Relations Service.

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Staff from the Client Relations Service are committed to maintaining confidentiality and responding to feedback in a timely way. With advance notice, in-person meetings can be arranged with translation services and sign language interpreters as needed.

The process for responding to feedback on how CAMH provides goods and services to people with disabilities is as follows:

Contacting Client Relations at CAMH:

Office Location: 1001 Queen St. W., Unit 4 -ground floor

Telephone: 416-535-8501 ext. 2028; 2078; 2027

Fax: 416-583-1207

Email: client_relations@camh.net

For general inquiries about mental health and addictions people are invited to contact The McLaughlin Information Centre at camh_mic@camh.net; 1-800-463-6273 or 416-595-6111

3.12 Document Accessibility: All policies, practices and procedures for providing accessible customer service and meeting other requirements set out in the Standards will be documented in writing and on the CAMH intranet 'Insite', and will be made available to patients/clients on request. CAMH will take into consideration the person's ability to access the information and will provide the document or information in a format that meets those needs as agreed upon with the person, to the best of our abilities. For example via email, large font, hard copy, verbally reviewed in person or over the telephone.

4.0 Definitions

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability according to the AODA (2005):

- a) 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

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

NOTE: Disabilities can be visible as well as non-visible; of different severity, the effects of a disability may come and go.

For Example:

- A person with arthritis has a disability that over time may increase in severity.
- A person with a brain injury has a disability that is not visible.
- A person with multiple sclerosis has a disability that causes her to experience periods when the condition does not have an effect on her daily routine and other periods when it does.

Assistive Devices:

Devices used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by this standard. Assistive devices include, but are not limited to, wheelchairs, reading machines, recording machines, hearing devices and devices for grasping, canes. (AODA, 2005)

Service Animals:

A service animal is an animal—most often a dog—trained specially to help a person with a disability. Service animals may accompany people with physical (sight, hearing), cognitive or seizure-related disabilities, among others. In most cases it will be obvious that an animal is being used for reasons relating to a person’s disability. If it is not apparent, the person will usually have a letter from a physician or nurse confirming that the animal is needed for reasons relating to a disability, or a certificate confirming that the animal has been trained by a professional service animal institution. Service animals should not be confused with “pet therapy” animals, which are used to provide comfort and motivation.

Support Persons: A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

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The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

5.0 Responsibilities

All employees, physicians, volunteers and contractors who act on behalf of CAMH, and who provide client care or who deal with the public, family members or community partners are required to be familiar with this policy, act in accordance with this policy, including participating in the training either in booklet or online form, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and in keeping with Ontario Regulation 429/07.

6.0 Procedures

Procedures are described within the context of section 3.0 Policy

7.0 References

- *Accessibility for Ontarians with Disabilities Act*, S.O. 2005, c. 11. Available: www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm.
- *Accessibility Standards for Customer Service*, Ont. Reg. 429/07. Available: www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm.
- *Blind Persons' Rights Act*, R.S.O. 1990, c. B.7. Available: www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90b07_e.htm. Accessed November 3, 2009.
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- Region of Peel. (2009). *Making Way: Guidelines for Delivering Accessible Customer Service at the Region of Peel*. Brampton, ON: Author.
- Thunder Bay Regional Health Sciences Centre. (2008). *People First: A Helpful Guide to Disability and Assisting those with Disabilities*. Thunder Bay, ON: Author.

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8.0 Links/Related Documents

- CAMH guide “Equity, Respect and inclusion: a staff guide to ensuring accessibility for people with disabilities” (available on Insite)
- CAMH online training “Equity, Respect and inclusion: a staff guide to ensuring accessibility for people with disabilities” (via Insite)
- List of Accessible washrooms, elevators, entry points and Interpreters: http://insite.camh.net/staffhandbook/accessibility_resources47332.html
- CAMH Cultural Interpretation Services: (for more information see Insite)

9.0 Review/Revision History

Date	Revision No.	Revision Type (minor edit, moderate revision, complete revision)	Reference Section(s)
25/11/09	1.0	New Policy	N/A