



CARLETON PLACE
& DISTRICT
MEMORIAL HOSPITAL



ACCESSIBILITY STANDARDS TRAINING MANUAL

This publication is available on the Hospital's website (www.cpdmh.ca)
and in alternate formats upon request

Contents

PURPOSE	3
GENERAL REQUIREMENTS	3
ACCESSIBILITY POLICY AND PLAN	3
TRAINING	3
PROCUREMENT	4
SELF-SERVE KIOSKS	4
INFORMATION & COMMUNICATION	4
NOTICE OF TEMPORARY DISRUPTIONS	4
EMPLOYMENT	5
CUSTOMER SERVICE STANDARDS	5
<i>Definitions</i>	5
PRINCIPLES OF ACCESSIBLE CUSTOMER SERVICE	6
What You Need to Know	6
COMMUNICATION BEST PRACTICES & PROCEDURES	7
<i>Talk About Disabilities - Choose the Right Word</i>	7
<i>Preferred Words and Phrases</i>	7
PHYSICAL	9
HEARING	10
DEAF-BLINDNESS	10
MENTAL HEALTH	10
INTELLECTUAL	11
VISION	11
LEARNING	12
SPEECH	12
SMELL, TOUCH, TASTE, OTHER	12
USE OF SERVICE ANIMALS & SUPPORT PERSONS	13
Service Animal	13
Support Person	13
FEEDBACK PROCESS	14
FEEDBACK FORM	15

PURPOSE

This document provides the training required to implement Policy IX-03 Accessibility - Customer Service Standards at the Carleton Place & District Memorial Hospital (CPDMH) and to meet the *Accessibility Standards as prescribed in Ontario Regulation 429/07*, as amended, under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Under the Act, the Province has developed integrated accessibility standards that CPDMH is required to follow to identify, remove and prevent barriers to accessibility.

- **General Requirements**
- **Information & Communication**
- **Employment**
- **Transportation**
- **Design of Public Spaces**
- **Customer Service**

GENERAL REQUIREMENTS

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. CPDMH, as a designated public service organization with more than 1 employee, and that provides goods, services, or facilities is required to be in compliance with the standard as of January 1, 2010. The standard sets requirements in a number of key areas and will be reviewed provincially at least every five years.

Several Accessibility standards are contained in one regulation under the AODA called the Integrated Accessibility Standards Regulation (IASR). General requirements apply to all standards in the IASR. Ontario is working to make the province fully accessible to people with disabilities by 2025. The standards do not replace requirements established under the *Ontario Human Rights Code* to accommodate persons with disabilities to the point of undue hardship. They also do not limit obligations under any other legislation. In the event of a conflict between laws, the *AODA* specifically provides that the higher level of accessibility is the law that governs.

ACCESSIBILITY POLICY AND PLAN

CPDMH is committed to providing goods and services in a manner that respects the dignity and independence of people with disabilities. CPDMH is also committed to giving persons with disabilities the same opportunity to access the Hospital's goods and services and allow them to benefit from the same services, in the same place and in a similar way as all other patients, residents and visitors to its facilities.

CPDMH has created a Multi-year Accessibility Plan (Plan) to improve access to patient care in a consistent manner throughout the organization and to ensure compliance with legislation.

CPDMH strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Plan shows how CPDMH will play its role in making Ontario an accessible province for all Ontarians. The Plan is reviewed and updated at least once every 5 years. Our Plan is available on our website at www.cpdmh.ca/accessibility as well as in standard and accessible formats on request by contacting info@cpdmh.ca or by calling 613-253-3824.

TRAINING

CPDMH is committed to training all staff, medical staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities.

In addition, CPDMH will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization.

Training of staff, medical staff and volunteers on accessibility relates to their specific roles and probability of contact to the public. Training will occur on an ongoing basis and when changes are made to policies, practices and procedures.

CPDMH will provide training as soon as practicable after being hired. Records will be maintained of the training provided including the dates on which the training was completed and the number of individuals to whom it was provided. (Appendix C)

Levels of training are customized into three categories and are provided with the following as applicable:

- Accessibility Standards Training Manual
- Customer Feedback Form (Appendix A)
- Access to *Human Rights Code* e-Learning education "Working Together: The Code and the AODA"

PROCUREMENT

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* for small designated public sector organization, as of January 1, 2014, CPDMH has incorporated accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, CPDMH will provide an explanation upon request.

SELF-SERVE KIOSKS

CPDMH will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

INFORMATION & COMMUNICATION

CPDMH is committed to meeting the communication needs of people with disabilities.

We will:

- consult with a person requesting information to determine their information and communication needs
- provide information about CPDMH and its services, including public emergency information and feedback processes in accessible formats or with communication supports as soon as practicable and at no additional cost when a person with a disability asks for them
- meet internationally recognized Web content Accessibility Guidelines (WCAG) website requirements in accordance with Ontario's accessibility laws
- provide CPDMH clients with publicly available emergency information in an accessible way, upon request.
- provide accessible formats and communication supports in a timely manner and at a cost that is no more than the regular costs charged to other people

Examples of alternate formats and communication supports:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of written words
- Information written in plain language
- An electric document formatted to be accessible for use with a screen reader

NOTICE OF TEMPORARY DISRUPTIONS

The Hospital will provide patients with notice in the event of a planned or unexpected disruption in 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.

The notice will be placed at all public entrances and service counters in the facility where the disruption will occur, and where appropriate, on the CPDMH website: www.cpdmh.ca/hospital

If the disruption is anticipated, the Hospital will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. (Appendix D & E)

EMPLOYMENT

CPDMH is committed to fair and accessible employment practices. CPDMH Policy VIII-96 Accessibility Employment Standards is in place to support employees with disabilities. *Ontario Human Rights Code* training includes access to e-learning education: "Working Together: The Code and the AODA" and is assigned to staff upon hire and completed as soon as practicable after being hired. When changes are made to the policy, it is reviewed at the relevant committee meetings where consultation occurs.

Our job postings include the following statement: "If you require accommodation throughout any part of the recruitment process, please contact Human Resources to let us know how we may assist you."

CPDMH takes the appropriate steps to notify the public and staff that, when requested, CPDMH will accommodate people with disabilities during the recruitment process and after employees have been hired.

CPDMH performance management, career development and redeployment processes take into account the accessibility needs of all employees.

CPDMH is committed to supporting employees who have been absent from work due to a disability by implementing a return to work plan.

CUSTOMER SERVICE STANDARDS

CPDMH shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles listed below.

CPDMH will:

- Communicate with people with disabilities in ways that take into account their disability
- Train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.
- Provide printed materials in an alternate format such as email, large print and hard copy, upon request.
- Provide accessible notifications in an alternate format such as email, large print and hard copy, upon request.
- Answer any questions patients may have about the content of the communication in person, by telephone, by e-mail or in writing.

Definitions

"Alternative Service" means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

"Assistive Device" means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ex. canes, crutches, wheelchairs or hearing aids);

"Contractor" means a company or person with a formal or informal contract to do a specific job on behalf of the Hospital;

"Customer" means any person who receives or seeks to receive goods or services directly or indirectly from the Hospital;

"Disability" means the same as the definition of disability found in the Ontario Human Rights Code;

"Equivalent" means having similar effects;

“**Service Animal**” means a service animal as defined in Ontario Regulation 429/07, as amended;

“**Support Person**” means a support person as defined in Ontario Regulation 429/07, as amended.

PRINCIPLES OF ACCESSIBLE CUSTOMER SERVICE

This standard incorporates the following core principles of accessible customer service for persons with disabilities:

- (a) **Dignity:** goods and services are provided in a manner that respects the dignity of persons with disabilities;
- (b) **Equity:** persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from goods and services;
- (c) **Inclusion:** goods and services for persons with disabilities are provided in a manner that promotes their integration and full participation;
- (d) **Independence:** customer service for persons with disabilities provides maximum autonomy, while respecting their right to privacy and security;
- (e) **Responsiveness:** customer service for persons with disabilities is responsive to their customer service requirements and delivered in a timely manner, considering the nature of the service and the accommodation required;
- (f) **Sensitivity:** customer service for persons with disabilities is provided in a manner that is sensitive to their needs.

What You Need to Know

1. Communicate with a person with a disability in a manner that takes into account his or her disability.
2. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
3. Permit 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.
4. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
5. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
6. CPDMH will train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
7. CPDMH will train staff, volunteers, contractors and any other people who are involved in developing policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
8. CPDMH has a process for people to provide feedback on how goods or services are provided to people with disabilities, how feedback will be responded and how complaints will be actioned. CPDMH provides information about its feedback process readily available to the public.

Some small steps you can take immediately to improve accessibility include:

- Treating all customers with dignity and respect
- Asking 'How may I help you?'

COMMUNICATION BEST PRACTICES & PROCEDURES

Talk About Disabilities - Choose the Right Word

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general **tips** that can help make your communication and interactions with or about people with all types of disabilities more successful:

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

Preferred Words and Phrases

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

Instead of:	Please use:
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth Defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.

Instead of:	Please use:
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment or, more specifically, a person who walks with crutches. A person who uses a walker. A person who uses a mobility aid. A person with arthritis, etc.
Deaf (the), hearing impaired (the) When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf."	A person who is deaf (person with profound hearing loss who communicates using sign language.) A person who is deafened (deaf later in life.) A person who is hard of hearing (person with hearing loss who communicates primarily by speech.) A person with a hearing loss.
Deaf and dumb, deaf mute	A person who is deaf without speech.
Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability. The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance."
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with development disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or whatever their specific diagnosis is", a form of dwarfism.

Instead of:	Please use:
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant. A person with an intellectual or development disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between and medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/ stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis, etc. Person with a disability.
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

PHYSICAL

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob
- Move around independently
- Control the speed or coordination of movement
- Reach, pull or manipulate objects
- Have strength or endurance



Best practices and procedures for Customer Service:

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Here are some **tips** on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them.
- People with physical disabilities often have their own way of doing things. Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Keep ramps and corridors free of clutter.
- If a counter top is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be Patient. Customers will identify their needs to you.

HEARING

Hearing loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

Best practices and procedures for Customer Service:

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some **tips** on serving customers who are deaf or hard of hearing:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you can help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Face the person and keep your hands and other objects away from your face and mouth.
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.
- Don't touch service animals – they are working and have to pay attention at all times.

DEAF-BLINDNESS

Deaf-Blindness is a combination of hearing and vision loss. The result for a person who is deaf-blind has significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an Intervener who relay information and facilitate auditory and visual information and act as a sighted guide.

Best practices and procedures for Customer Service:

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some **tips** on serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the Intervener.

MENTAL HEALTH

Mental Health disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood
- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make decision; start laughing or get angry for no apparent reason.

Best practices and procedures for Customer Service:

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behavior, focus on the service they need and how you can help.



INTELLECTUAL

Intellectual disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Perception of sensory information
- Conceptual information
- Memory

Best practices and procedures for Customer Service:



People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Here are some **tips** on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use clean, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

VISION

Vision disabilities reduce one's ability to see clearly. Very few people are totally blind.

Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision loss can result in:

- Difficulty reading or seeing faces
- A narrow field of vision
- Difficulty maneuvering in unfamiliar places
- The need for bright light, or contrast
- Inability to differentiate colours or distances
- Night blindness

Best practices and procedures for Customer Service:

Vision disabilities can restrict your customers' abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability.

Others may use a service animal or white cane.

Here are some **tips** on serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying good-bye.



LEARNING

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading.
- Time management.
- Processing information.
- Problem solving.
- Way finding.

Best practices and procedures for Customer Service:

Learning disabilities are generally invisible and ability to function varies greatly – respond to any requests for verbal information, assistance in filling in forms and so on with courtesy. Allow extra time to complete tasks if necessary.

SPEECH

Speech disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Hoarseness or breathiness
- Pitch and loudness
- Stuttering or slurring

Best practices and procedures for Customer Service:

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some **tips** on serving customers with speech or language impairments:

- If possible, communicate in a quiet environment.
- Give the person your full attention. Don't interrupt until they finish their sentence.
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Verify your understanding.
- Patience, respect and willingness to find a way to communicate are the best tools.

SMELL, TOUCH, TASTE, OTHER

SMELL disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

TOUCH disabilities can affect a person's ability to sense texture, temperature, vibration to pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations

TASTE disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

OTHER disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDs, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

ASSISTIVE DEVICES

CPDMH ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and that appropriate staff know how to use the following assistive devices available on Hospital premises for customers and clients:

- Automatic Doors
- Lifts
- Telephone Services

The Hospital shall:

- Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.
- Refer enquiries for hearing impaired or vision impaired individuals to Bell Canada.

Note: Teletype (TTY) is older technology and the Hospital will not be purchasing any equipment for this purpose.

The Bell Relay Service operator is available to assist in placing or receiving calls to/from persons who use a TY/teletypewriter. The operator will also assist in placing VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls. There is no charge for local calls.

Information regarding this service is provided in the local telephone book under "Special Needs".

USE OF SERVICE ANIMALS & SUPPORT PERSONS

Service Animal

A service animal means any animal individually trained to do work or perform tasks for the benefit of a person with a disability. A service animal is not a pet. To be considered a service animal under the Standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with the disability must be prepared to show a letter from a doctor or nurse confirming that it is required for reasons relating to their disability.



When a person with a disability is accompanied by a guide dog or other service animal, the Hospital will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises.

Should the service animal or guide dog be excluded by law from the premises, the Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

Should the service animal become unruly or disruptive, an employee may ask the person with a disability to remove the animal from the area or refuse access to the Hospital's goods and services. The Hospital will look to other available measures to enable the person with a disability to obtain, use or benefit from the Hospital's goods and services.

Support Person

Means any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods and services.

When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The Hospital may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Hospital, it will provide advance notice of the amount payable, if any, in respect of the support person.

Confidentiality and Privacy Laws must be considered with respect to information available to persons providing support.

Appropriate behaviour is expected of a support person as it is of the customer with the disability and with all other customers.



FEEDBACK PROCESS

To assist the Carleton Place & District Memorial Hospital in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, patients, visitors and staff are invited to provide their feedback as follows:

- Submit a complaint in writing addressed to the CEO Carleton Place & District Memorial Hospital
211 Lake Ave E, Carleton Place, ON K7C 1J4
- Email info@cpdmh.com or call 613-253-3824 to register a verbal complaint
- Complete the Feedback Form located on the website at www.cpdmh.ca/accessibility (Appendix A)

The President & CEO and/or designate will respond either in writing, in person, by e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty-one days.

Information about the accessibility feedback process is be posted at various locations in the CPDMH facilities and on the website www.cpdmh.ca/accessibility.

CPDMH ensures its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request by contacting info@cpdmh.ca or by calling 613-253-3824.



**ACCESSIBLE CUSTOMER SERVICE
FEEDBACK FORM**

Thank you for visiting the Carleton Place & District Memorial Hospital. We value all of our clients and strive to meet everyone's needs.

Please tell us the date and time of your visit: _____ at _____.

Staff Person or Position: _____

Location: _____ Department: _____

Did we respond to your customer service needs today?

YES SOMEWHAT (please explain below) NO (please explain below)

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT (please explain below) NO (please explain below)

Did you have any problems accessing our goods and services?

NO YES (please explain below) SOMEWHAT (please explain below)

Please add any other comments you may have:

Please check the box if you would like to receive a response to your feedback.

Contact information: _____