



---

**SUBJECT: ACCESSIBILITY – CUSTOMER SERVICE STANDARDS**

---

**TABLE OF CONTENTS**

**1.0 PURPOSE.....3**

**2.0 LEGISLATIVE AUTHORITY.....3**

**3.0 SCOPE.....3**

**4.0 DEFINITIONS.....3**

**5.0 PROCEDURES.....4**

**5.1 Communication.....4**

**5.2 Use of Assistive Devices.....4**

        5.2.1 Assistive Devices.....4

        5.2.2 Telephone Services.....5

**5.3 Use of Service Animals & Support Persons.....5**

        5.3.1 Service Animal.....5

        5.3.2 Support Person.....5

**5.4 Notice of Temporary Disruption.....6**

**5.5 Training.....7**

**5.6 Feedback Process.....9**

**6.0 AMENDMENTS TO THIS OR OTHER POLICIES.....9**

**APPENDIX “A” – Accessible Customer Service Feedback Form.....10**  
**APPENDIX “B” – Record of Customer Feedback.....11**  
**APPENDIX “C” – Record of Accessible Customer Service Training.....12**  
**APPENDIX “D” – Notice – Service Disruption.....13**  
**APPENDIX “E” – Notice – Unexpected Service Disruption.....14**

## 1.0 PURPOSE

This document provides the practices, procedures and forms required to implement the Accessibility - Customer Service Standards Policy at the Almonte General Hospital and to meet the Accessibility Standards for Customer Service as prescribed in Ontario Regulation 429/07, as amended, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## 2.0 LEGISLATIVE AUTHORITY

The Board of Directors of the Almonte General Hospital formally adopted the Accessibility – Customer Service Standards Policy on December 7<sup>th</sup>, 2009.

## 3.0 SCOPE

The Accessibility – Customer Service Standards Policy and Procedures applies to all employees and persons acting on behalf of the Hospital.

## 4.0 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.

## **5.0 PROCEDURES**

### **5.1 Communication**

The Hospital shall:

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

### **5.2 Use of Assistive Devices**

#### **5.2.1 Assistive Devices**

The Hospital shall:

- 5.2.1.1 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
- 5.2.1.2 That appropriate staff know how to use the following assistive devices available on Hospital premises for customers and clients:
  - automatic doors
  - Lifts

#### **5.2.2 Telephone Services**

The Hospital shall:

- 5.2.2.1 Train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- 5.2.2.2 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.

- 5.2.2.3 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".*

## **5.3 Use of Service Animals & Support Persons**

### **5.3.1 Service Animal**

- 5.3.1.1 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.
- 5.3.1.2 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.
- 5.3.1.3 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.

### **5.3.2 Support Person**

- 5.3.2.1 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.
- 5.3.2.2 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.

- 5.3.2.3 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.

## **5.4 Notice of Temporary Disruptions**

- 5.4.1 The Hospital will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- 5.4.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.4.3 The notice will be placed at all public entrances and service counters in the facility where the disruption will occur, and where appropriate, on our website. [www.almontegeneral.com](http://www.almontegeneral.com)
- 5.4.4 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.

## **5.5 Training**

- 5.5.1 Training will be provided to staff based on the position's job requirements and probability of contact to the public.
- 5.5.2 Training will be provided to volunteers based on the level of contact with the public.
- 5.5.3 Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 5.5.4 The Hospital will keep records of the training provided, including dates training is provided and the number of persons trained.
- 5.5.5 For every new hire, training will be provided within 6 months after a staff person commences their duties.
- 5.5.6 Levels of training will be customized into three categories:

## Level I

Where customer service is a component of a job description or contract, or where the staff member participates in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person to access goods and services;
- How to use equipment or devices available on Hospital premises or provided by the Hospital that may help with the provision of goods and services to persons with disabilities;
- What to do if a person with a disability is having difficulty accessing the Hospital's goods and services;
- Information on other Hospital policies, practices and procedures dealing with the AODA;
- The process for people to provide feedback to the Hospital about its provision of goods and services to persons with disabilities, and how the Hospital responds to the feedback and takes action on any complaint.

## Level II

Where customer service is not the primary function, however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons in a manner that takes into account their disabilities;

- What to do if a person with a disability is having difficulty accessing the Hospital's goods and services;
- Information on Hospital policies, practices and procedures dealing with the AODA;
- The process for people to provide feedback to the Hospital about its provision of goods and services to persons with disabilities, and how the Hospital responds to the feedback and takes action on any complaint.

### Level III

For those who do not normally interact with the public or participate in the development of policies, practices or procedures the following information will be provided.

- Customer Service Guidebook
- Customer Feedback Form
- Access to E-Learning Technology

## **5.6 Feedback Process**

To assist the Almonte General Hospital in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer and staff are invited to provide their feedback as follows:

In writing, in person, by e-mail or telephone, addressed to:

Mary Wilson Trider  
 President & CEO  
 Almonte General Hospital/Fairview Manor  
 75 Spring Street  
 Almonte, Ontario  
 K0A 1A0

Telephone: 613-256-2514 Ext. 2220  
 Fax: 613-259-8549  
 Email: [mwilsontrider@agh-fvm.com](mailto:mwilsontrider@agh-fvm.com)  
 Website: [www.almontegeneral.com](http://www.almontegeneral.com)

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 feedback process will be posted at various locations in our facilities and on the website [www.almontegeneral.com](http://www.almontegeneral.com)



## **6.0 AMENDMENTS TO THIS OR OTHER PROCEDURES**

The Hospital is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Changes to this or other Hospital practices or procedures that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **REFERENCES:**

Almonte General Hospital Accessibility – Customer Service Standards Policy  
Accessibility for Ontarians with Disabilities Act, 2005  
O. Reg 429/07 Accessibility Standard for Customer Service  
Ontario Human Rights Code  
Almonte General Hospital Accessibility Plan



**APPENDIX "A"**

**ACCESSIBLE CUSTOMER SERVICE  
FEEDBACK FORM**

Thank you for visiting the Almonte General 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: \_\_\_\_\_

---



## RECORD OF CUSTOMER FEEDBACK

Date Feedback Received: \_\_\_\_\_

Name of Customer (if available): \_\_\_\_\_

Contact information (if appropriate): \_\_\_\_\_

Details:	Remedial Measures:	Staff Member:	Follow-Up:	Due By:

\_\_\_\_\_  
Authorization

\_\_\_\_\_  
Dated

cc: \_\_\_\_\_





# NOTICE

## SERVICE DISRUPTION

There will be a scheduled service disruption(s) at the \_\_\_\_\_.

The disruption(s) will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruption(s) include:

---

---

---

On behalf of the Almonte General Hospital we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Mary Wilson Trider  
President & CEO  
Almonte General Hospital/Fairview Manor  
75 Spring Street  
Almonte, Ontario  
K0A1A0

Telephone: 613-256-2514 Ext. 2220  
Fax: 613-259-8549  
Email: [mwilsontrider@agh-fvm.com](mailto:mwilsontrider@agh-fvm.com)  
Website: [www.almontegeneral.com](http://www.almontegeneral.com)



# NOTICE

## SERVICE DISRUPTION

There has been an unexpected service disruption(s) at the \_\_\_\_\_.

The estimated time of disruption(s) will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruption(s) include:

---

---

---

On behalf of the Almonte General Hospital we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Mary Wilson Trider  
President & CEO  
Almonte General Hospital/Fairview Manor  
75 Spring Street  
Almonte, Ontario  
K0A 1A0

Telephone: 613-256-2514 Ext. 2220  
Fax: 613-259-8549  
Email: [mwilsontrider@agh-fvm.com](mailto:mwilsontrider@agh-fvm.com)  
Website: [www.almontegeneral.com](http://www.almontegeneral.com)