

Feedback

- We welcome and appreciate feedback regarding how well we are meeting the customer service standard.
- Feedback and responses to feedback can be communicated using various methods including in-person, phone, TTY (text telephone), email, online, and written feedback. Accessible formats and communication supports will be provided upon request.
- Complaints should be forwarded to the attention of the Director of Health Data & Quality Improvement and will be handled as per Policy I-110 – Patient, Family or Visitor Complaint.

Accessible Customer Service

The Accessibility Standards for Customer Service were created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Standards set out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.

For further details please refer to:
www.AccessON.ca.

The Standard applies to:

- Designated public sector organizations (compliance deadline January 1, 2010); and
- Every other person or organization that provides goods or services to the public or to other organizations (third parties) and that has one or more employees in Ontario (compliance deadline January 1, 2012).

Accessibility

The following definitions for “disability” and “barrier” as they appear in the AODA and ODA.

Disability – means:

1. 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impairment, or physical reliance on a guide dog or other animal or an a wheelchair or other remedial appliance or device,
2. A condition of mental impairment or a developmental disability.
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Barrier – means:

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, any information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Accessible Customer Service Guide



Corporate Policy
AODAS - 2 Appendix A
AODAS - 3 Appendix C

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What is Accessible Customer Service?

Providing good customer service is the goal regardless of ability. If you are not sure, just ask "How may I help you?"

Refer to HDSHRC Corporate Policy AODAS-2 on accessible customer service for detailed principles and specific rules relating to: communication, assistive devices, support persons, service animals, service disruptions and feedback.

Communication

Provide communication in a way that is usable and meaningful to your customer.

- Offer various methods such as: phone, in-person, electronic, hard-copy, TTY (text phone), pictures, etc.
- Be patient, be clear, be concise, be respectful.
- Provide a quiet environment and reduce background noise.
- Ensure adequate lighting.
- Provide assistance by checking "May I help you?"
- Say goodbye and thank you when customer service is completed.
- Refer to the corporate policy on accessible customer service.

Assistive Devices

- An assistive device might be a cane, wheelchair, scooter, magnifier, grasping tool, oxygen package, hearing aids, note-taking devices, recording devices, etc.
- Allow customers to keep and use assistive devices as needed.
- Make room to accommodate if needed.
- Do not touch a personal assistive device, or ask first.

Support Persons

- A support person assists a person with a disability for the purposes of participation, communication, mobility, personal care, medical needs or access to services.
- A support person might be a family member, friend, volunteer or paid personnel.
- Speak to your customer, not the support person.
- Allow the support person to accompany.
- Do not discuss confidential matters in the presence of a support person without first getting the appropriate permission.
- Where admission fees are charged, the service provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- Staff may reserve the right to require a person with a disability to be accompanied by a support person, but only if the support person is necessary to protect the health or safety of the person with a disability or the health or safety of other persons on Hospital premises. Staff must first consult with the individual, examine the available evidence, determine if there is any other reasonable option, and waive any applicable fees.



Service Animals

- Guide dogs assist a person who is blind and service animals might open doors, pick up items, predict seizures, alert to sounds, etc.
- Service animals are animals that assist a person with a disability.
- Service animals are allowed to be with their owner at all times, unless otherwise prohibited by law. Specifically a kitchen where food is prepared is one of the few environments for disallowing service animals.
- Do not pet or talk to a service animal.
- If it is not clear if an animal is a service animal, documentation can be requested from any regulated health professional.

Service Disruption

- Any disruption to services shall be posted at all pertinent locations.
- Departmental administration will keep a template on hand to fill in details and post immediately.
- Reasons for the disruption, anticipated duration and alternative options should be included.
- Notification of disruption will be made in keeping with corporate best practices.
- Signs will be posted at access points and will be removed immediately after the disruption is over.