

 Caring, Innovation Respect, Accountability	POLICY		Ver. 3.0
	Subject: Customer Service - Accessibility		Supersedes – 2019-05-07
Ratified by:	Senior Leadership Team	Effective: Ratified on:	2020-10-28 2020-10-20
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint Staff , patients, clients, and visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

Under the [Accessibility for Ontarians with Disabilities Act](#) (AODA), 2005 all Public Hospitals must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Waypoint Centre for Mental Health Care, in accordance with the [Ontario Regulation 429/07](#).

Policy

Waypoint will strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

Definitions

- Disability:
- (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 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](#) (“handicap”)

Staff: For the purpose of this policy includes all Waypoint employees, medical staff, consultants, contractors, students and volunteers in any building of the facility, including off-site locations (i.e. Outpatient Services and HERO Centre).

Roles & Responsibilities

Required documentation for consultants and contractors is administered through Materials Management. Additional responsibilities are described in the associated procedure listed below.

Procedures & Guidelines

Waypoint will communicate with people with disabilities in ways that take into account their disability and will fulfill functions and responsibilities in accordance with the following procedures and guidelines:

Assistive Devices and Services

Waypoint offers alternative methods of communication to customers and provides a selection of assistive services and devices to aid users while accessing programs or services.

Service & Therapy Animals and Support Persons

Waypoint permits the use of service animals and support persons.

Notice of Temporary Service Disruption

Waypoint will post notice and/or communicate the disruption.

Training for Accessibility Standards

Waypoint provides training to all employees and others who deal with the public on their behalf. Training will be provided to all those individuals who are involved in the development and approvals of pertinent policies, practices and procedures.

Feedback process

Waypoint welcomes feedback which may be provided in the following ways:

- Completing a paper form (see [Feedback Form](#)) obtained from Switchboard in the Atrium building – such forms may be submitted in the same location
- Filling out a form (see [Feedback Form](#)) online on the hospital's external website or internal intranet and submitting to info@waypointcentre.ca or faxing to 705-549-3446
- Providing verbal feedback by calling ext. 2073
- Emailing comments to info@waypointcentre.ca

On request, Waypoint will make sure its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports that take into account individual accessibility needs due to disability. Consultation with the individual requestor will take place to determine the suitability of the proposed accessible format or communication support. Costs charged will not exceed that charged to other persons for similar requests.

All feedback will be documented and assessed as part of the hospital's continuous improvement process. This process is championed by the Facilities Committee with consultation/support from Hospital Services, Human Resources and Clinical teams as appropriate. When a response is requested, the hospital will respond within five working days.

Cross References

[Assistive Devices and Services](#)

[Accessibility Feedback Form \(online\)](#)

[Notice of Temporary Service Disruption](#)

[Notice of Service Disruption Form \(online\)](#)

[Service & Therapy Animals](#)

[Support Persons](#)

[Training for Accessibility Standards](#)

References

[Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#) & [Ontario Regulation 429/07 Workplace Safety and Insurance Act](#)

End of POLICY

Keywords: AODA 09-005

Initiated: December 22, 2015

Revised: March 15, 2016

May 7, 2019

Oct 20, 2020