



Accessibility Manual	Code: ACC-Customer Service Policy-SEP09
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Approved by:	Source/Reference: Accessibility Directorate of Ontario
Customer Service Policy	

Note: This document is a controlled document. Any documents in paper form must be used for reference purposes only. The on-line copy must be considered the current documentation.

Customer Service Policy Statement:
Providing Goods and Services to People with Disabilities

1. Our mission

The mission of Smooth Rock Falls Hospital is to promote and ensure optimal health care services adapted to our needs.

2. Our commitment

In fulfilling our mission, Smooth Rock Falls Hospital strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

3. Providing goods and services to people with disabilities

Smooth Rock Falls Hospital is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

We are committed to providing fully accessible telephone service to our clients. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. In most situations, the client should initiate a request for accommodation including the need for an assistive device to hospital staff. Staff will be pleased to work with the client to provide a suitable form of assistance.

We will also ensure that staff knows how to use the following assistive devices available on our premises for clients: wheelchairs, walkers. Persons who require an assistive device will be permitted to keep their device with them while accessing the hospital's services unless the health and safety of the person or others is at risk or where there is a risk of damage to any person or property.

Persons using assistive devices are expected to operate the device in a controlled manner at all times. If the device cannot stay with the person or if the person is not permitted to use the device, the hospital will make certain that other means of accommodation are available to the person.

In the event that staff and clients disagree about the use of assistive devices or accommodation decisions, staff will follow the feedback system procedure.

3.4 Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: large print, e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Service animals are not permitted to be in areas where food is prepared i.e. kitchen or in areas where infection control practices or health and safety would be compromised, such as CSR. If the animal must be excluded, the hospital will provide another means of accommodating the person.

It is the responsibility of the person with the disability to ensure that:

- a) the service animal is kept in control at all times and is well behaved;
- b) the service animal is not a threat to health and safety; and
- c) the service animal's immunizations are up-to-date.

Service animals may be removed for any one of the following reasons:

- disruptive or aggressive behaviour, such as growling, barking or other signs of threatening or aggressive behaviour;
- causing damage, including causing damage to any person or property;
- poor health, such as a contagious disease where the animal risks spreading the illness to others.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Smooth Rock Falls Hospital's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Where confidentiality is important because of the kinds of information discussed, the hospital will obtain the consent of the client and may require the support person to sign a confidentiality agreement. As an option, in some situations it may be suitable for a support person to wait in a separate area while a client's confidential matters are addressed.

5. Notice of temporary disruption

Smooth Rock Falls Hospital will provide clients 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 on our premises and/or by other methods that are reasonable in the circumstances.

6. Training for staff

Smooth Rock Falls Hospital will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- patient care staff
- receptionists
- billing

This training will be provided within one month after staff commences their duties.

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 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
- What to do if a person with a disability is having difficulty in accessing the hospital's goods and services

- The hospital's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on 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.

7. Feedback process

The ultimate goal of the Smooth Rock Falls Hospital is to meet and surpass client expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the hospital provides goods and services to people with disabilities can be made by e-mail, verbally or by completing a feedback card. All feedback will be directed to the Accessibility Coordinator. Clients can expect to hear back within 10 working days.

Complaints will be addressed according to the hospital's complaint management procedures.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy without considering the impact on people with disabilities. Any policy of Smooth Rock Falls Hospital that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to the Accessibility Coordinator of the hospital. This policy will be posted on the hospital bulletin board. If required, this policy will be provided to a person with a disability in a format that takes into account the person's disability. The hospital and the person with a disability may agree on the format to be used for the document and information.

10. Review of these Procedures and Practices

These procedures and practices will be reviewed annually and in accordance with legislation.