

Policies and Procedures

| SECTION: | PUBLIC RELATIONS | POLICY NUMBER: | PR 10-065 |
|--------------|-----------------------------|---------------------|------------|
| SUB-SECTION: | Public Access | EFFECTIVE DATE: | 2009-12-03 |
| SUBJECT: | Accessibility Accommodation | LAST REVISION DATE: | 2019-09-19 |

DEFINITIONS:

In this policy,

- "Assistive devices" means any item, piece of equipment or product system that is used to increase, maintain or improve the functional capabilities of persons with disabilities.
- "Service animals" means an animal used by people in order to assist with way finding and ensuring safety. These animals are usually trained to alert individuals of safety hazards, lead them to a safe area.
- "Support Person or caregiver" is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

POLICY:

Cornwall Community Hospital is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and patients/clients. Patient care will be provided in a manner that respects the dignity and independence of all individuals.

In order to allow independent access to buildings and services, persons with any type of disability will be accommodated with their personal assistive device, service animal or support person within the restrictions of the Healthcare Environment.

PROCEDURE:

- 1. If not disruptive to the environment or treatment plan, allow for any of these accommodations listed above.
- 2. Refer to Appendix for guidelines and details in regards to Accessibility Assistance requests.

| APPENDICES: | Guidelines for Accommodating Accessibility Assistance Requests |
|----------------------|--|
| REFERENCE DOCUMENTS: | Accessibility for Ontarians with Disabilities Act, 2005 (AODA) |
| | Ontarians with Disabilities Act, (ODA) |

A printed copy of this document may not reflect the current, electronic version on Cornwall Community Hospital's Intranet. Any copies of this document appearing in paper form should ALWAYS be checked against the electronic version prior to use.

CCH POLICY NUMBER: PR 10-065

| | CCH Policy No. IC 10-057 – Pet Visitation Policy | | |
|---------------------------------|--|-------------------------|--|
| | CCH Policy No. PC 05-p-170 – Pet | Therapy Policy | |
| REPEALED POLICIES: | PE 05-057 – Personal Assistive Devices | | |
| | PR 10-061 – Service Animals | | |
| APPROVAL PROCESS: | Accessibility Committee – 2019-02-11 | | |
| | Senior Administration Team – 2019-07-24 | | |
| | Governance Committee – 2019-08-16 | | |
| Board of Directors – 2019-09-19 | | | |
| APPROVAL SIGNATURE: | | Jeanette Despatie | |
| | | Chief Executive Officer | |

Version française disponible sous l'objet "Mesures d'adaptation à des fins d'accessibilité"

Guidelines for Accommodating Accessibility Assistance Requests

Person with a disability makes an Accessibility Assistance Request

Notify the Manager/Supervisor of the department the person will be visiting. Follow the guidelines for the type of Assistance the person requires.

Service Animal

Personal Assistive Device

Support Person

Service animals are accepted in areas open to the public or third parties excluding food preparation areas. Staff members aware of Service animals entering the building will:

- Notify Infection Prevention and Control that a patient will be accompanied by their Service Animal.
- 2) Confirm that the health of others will not be adversely impacted.
- 3) Confirm the Service Animal meets all following requirements:
 - The Service Animal is clean, in good health and has current immunization records.
 - ∑ The animal is in fact a Service Animal (letter from physician or other Health professional may be required).
 - ▼ The breed is not restricted by Municipal or Provincial Laws.
 - ▼ The Owner understands that they assume full responsibility for the care and attention of the Service Animal.

Staff members will:

- 1) Determine that the assistive device does not pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. i.e.: If a hearing aid needs to be removed due to interference with a diagnostic test, the employee may offer to write out instructions as an accommodation. (In these situations and others, CCH may offer a person with a disability other reasonable measures to assist them in obtaining, using and benefiting from the Hospital's services, where the Hospital has such other measures available.)
- 2) Inform the person that it is their responsibility to ensure that their assistive device(s) is operated in a safe and controlled manner at all times.
- Inform the person that the Hospital is not responsible for the maintenance or security of personal assistive safety devices which are supplied directly by a person with a disability.

Persons with disabilities may be accompanied by their Support Person while in those areas of CCH that are open to the public or other third parties.

1) The Support Person will agree to the guidelines and requirements that are specific to the kinds of services that CCH provide, i.e. 1 support person or visitor at a time in the Emergency Department, no violent or verbal abuse will be tolerated.

Version Date: 2019-09-19

Reference: CCH Policy No. PR 10-065 – Accessibility Accommodation