

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:	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontarians with Disabilities Act, (ODA)</i>

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	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REPEALED POLICIES:	PE 05-057 – Personal Assistive Devices PR 10-061 – Service Animals	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 "

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Guidelines for Accommodating Accessibility Assistance Requests

