Policies and Procedures

<table>
<thead>
<tr>
<th>SECTION:</th>
<th>PUBLIC RELATIONS</th>
<th>POLICY NUMBER:</th>
<th>PR 05-022</th>
</tr>
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<tbody>
<tr>
<td>SUB-SECTION:</td>
<td>Patient/Community Relations</td>
<td>EFFECTIVE DATE:</td>
<td>2009-12-03</td>
</tr>
<tr>
<td>SUBJECT:</td>
<td>Customer Service: Feedback Process</td>
<td>LAST REVISION DATE:</td>
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POLICY:

Cornwall Community Hospital will provide a process to enable all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients to communicate feedback to the Hospital on the service provided in compliance with *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA).

PROCEDURE:

1. The Accessibility Committee will:

   a) Communicate information and Accessibility Plans to stakeholders as per hospital policy and the *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA) regulations.
   
   b) Provide a forum for an Accessibility Public Feedback Process using a variety of methods:
      
      • Personal contact, (letter, telephone call, email)
      • Survey
      • Any other means of communication not previously mentioned.
   
   c) Consider suggestions and/or criticisms received on the provision of accessible customer services.

2. Any staff member initially contacted with concerns will:

   a) Accept information regarding the services provided;
   
   b) Forward the information to the Accessibility Committee and to the Director of Quality Performance in accordance with policy no. PR 05-020 – Complaints – Patient/Family.

3. The Accessibility Committee, in consultation with Hospital Administration, will:

   a) Make recommendations based on the *Ontarians with Disabilities Act*, (ODA) and the *Accessibility for Ontarians with Disabilities Act* (AODA) regulations.
   
   b) Respond to the communication as per Hospital Quality Performance procedures and timelines.

APPENDICES:

REFERENCE DOCUMENTS:

- *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)
- *Ontarians with Disabilities Act, (ODA)*

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<table>
<thead>
<tr>
<th>REPEALED POLICIES:</th>
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<tbody>
<tr>
<td>• CCH Policy No. CR 10-015 - Incident Reporting, Investigation &amp; Follow-up</td>
</tr>
<tr>
<td>• CCH Policy No. CM 05-085 - Public Communication Materials</td>
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<tr>
<td>• CCH Policy No. CM 05-075 - Public Communications</td>
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<td>• CCH Policy No. PR 05-020 – Complaints – Patient/Family</td>
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<th>APPROVAL PROCESS:</th>
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<tbody>
<tr>
<td>Accessibility Committee – October 26, 2009</td>
</tr>
<tr>
<td>Senior Administration Team – December 1, 2009</td>
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<tr>
<td>Board of Directors – December 3, 2009</td>
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<tr>
<th>APPROVAL SIGNATURE:</th>
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<tbody>
<tr>
<td>Jeanette Despatie</td>
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<td>Chief Executive Officer</td>
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*Version française disponible sous l’objet “Service à la clientèle : processus de rétroaction”*