
 Middlesex Hospital Alliance Strathroy Site <input checked="" type="checkbox"/> Four Counties Site <input checked="" type="checkbox"/>	Policy <input checked="" type="checkbox"/> Procedure <input type="checkbox"/> Standard <input type="checkbox"/> Medical Directive <input type="checkbox"/>	Manual
	Subject: Accessibility for Persons with Disabilities Policy	
Date Issued: January 2014 Date Reviewed: Date Revised:	Issued by: Senior Leadership Council	Approved by: 
Cross Reference: include all other policies, procedures related to this		

LEGISLATIVE BACKGROUND:

Beginning January 1, 2010, the Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act (AODA) applied to every designated public sector organization, including hospitals. The mandate of the AODA is to achieve a fully accessible Ontario for those with disabilities by the year 2025 with respect to the delivery of goods and services, facilities, accommodation, employment, buildings and more.

POLICY:

The Middlesex Hospital Alliance (MHA) is committed to continual improvement of facilities access, policies, programs, practices and services for patients and their family members, health care practitioners, volunteers and members of the community with disabilities; the participation of people with disabilities in the development and review of its accessibility plan; and the provision of quality services to patients and their family members and members of the community with disabilities. This policy aligns with our mission to “provide the healthcare we would expect for our own families”.

PROCEDURES:

- **Customer Feedback Procedure**

The MHA has a customer feedback procedure through which persons with disabilities are encouraged to provide information and feedback about care and services. Feedback can be provided by mail, telephone, e-mail or in-person.

Address: Accessibility Champion
 Middlesex Hospital Alliance
 395 Carrie Street
 Strathroy, ON
 N7G 3J4

Phone: 519.245.1550 ext.
E-mail: accessibility@mha.tvh.ca

- **Communication of Service Disruption Policy and Procedure**

The MHA provides customers with notice in the event of planned or unexpected disruptions in our facilities for areas which may be used or accessed by persons with disabilities.

Refer to the Communication of Service Disruption Policy and Procedures

- **Assistive Devices**

The MHA requests that patients bring with them the assistive devices they use to carry out everyday activities when accessing care and services. The MHA makes every reasonable effort to ensure that patients with disabilities can use their assistive devices while in the organization. Assistive devices include (but are not limited to): wheelchairs, hearing aids, adaptive computer technologies, walkers, crutches and personal sound amplification devices.

- **Service Animals**

The MHA is committed to welcoming people with disabilities who are accompanied by service animals.

Refer to the Service Animals Policy and Procedure

- **Support Persons**

The MHA welcomes support persons who accompany patients with disabilities to hospital premises.

Refer to the Support Persons Policy and Procedures

- **Training**

The MHA provides training to employees, physicians, 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 approval of customer service policies, practises, and procedures. Records are maintained of dates on which training was provided, as well as the number of people who received training.

Refer to the Accessibility for Ontarians with Disabilities Act Training policy.

- **Availability of Documents**

Documents required by the Customer Services Regulation are available upon request and in a format that is agreed to by the person making the request and the MHA.

Reference (list reference material used in creating this document)

Communication of Service Disruption Policy and Procedure

Accessibility for Ontarians with Disabilities Act Training

Compliments and Complaints Policy and Procedure

Service Animals Policy and Procedure

Support Persons Policy and Procedure

Intranet: INCLUDE Department where this is found on intranet i.e.nursing

Most recent copy will always be on the MHA Intranet.