



## **Accessible Customer Service Plan 2017**

Homewood Health Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

### **Respect and Dignity**

Goods or services will be provided in a manner that respects the dignity and independence of the individual, and in a manner that takes into account the person's disability.

### **Personal Assistive Devices:**

Homewood Health Centre will make reasonable efforts to accommodate personal assistive devices and ensure that staff are trained and familiar with various assistive devices that may be used while people with disabilities access our services. This can include a broad range of products including: wheelchairs; walkers; white canes; oxygen tanks; portable communication boards; and electronic communication devices.

Homewood Health Centre may make available, through Materials Management, assistive devices to enable people with disabilities to access and participate in our services.

### **Support Persons and Service Animals**

People with disabilities will be permitted the accompaniment by support persons, guide dogs, or other service animals, as defined under AODA, while accessing services at Homewood Health Centre, unless excluded by law from the premises.

If a support person, guide dog, or service animal is excluded by law, such as the Health Promotion and Protection Act, Homewood Health Centre will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our services.

Note: This excludes therapy animals.

### **Communication**

Homewood Health Centre will communicate with persons with disabilities in ways that take into account their disability. All policies and procedures relating to Accessibility will be available in an alternate format upon request from the person with disability.

Alternate options to deliver information (e.g. on website, through brochures, videos, presentations, etc.) will be provided upon request.

### **Training**

Every employee and volunteer will receive training and orientation to the AODA, its regulations and standards, and policies and procedures governing the provision of goods and services as it pertains to the Human Rights Code to persons with disabilities. This training will be provided as soon as practicable after he or she is assigned the applicable duties. The training will also be provided on an ongoing basis in connection with any changes to policies, procedures, and practices.

### **Notice of Temporary Disruption**

In the event of planned or unexpected disruption, to services or facilities, for customers with disabilities, Homewood Health Centre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/facilities include but are not limited to:

- Building Access
- Elevators

The notice will be made publicly available at each of the above noted sites.

### **Feedback Process**

Patients or families who are experiencing difficulty, or who may have questions, concerns, or a compliment about their care or service are invited to contact the Patient Care Coordinator responsible for the unit.

The opportunity to provide feedback on the goods and services provided through the Homewood Health Centre can be done via our Patient Satisfaction Questionnaire, the mail, email via the webpage, or telephone. Notice of the availability of the feedback document will be posted in public places. Options will be provided upon request and communicated in a manner that takes into account the person's disability. Alternate options to provide feedback will be provided upon request.

All feedback, including complaints, will be managed by the person receiving the complaint and elevated to senior management to address the concerns, as needed.

### **Notice of Availability**

Homewood Health Centre will notify the public that documents related to accessible customer service are available on each patient care unit or upon request by posting a notice on our website.

### **Modifications to Accessibility Documents or Other Documents**

Any policy, practice, or procedure of the Homewood Health Centre that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

The Accessibility Annual Plan will be reviewed and revised once per year. The plan will be communicated annually to staff, volunteers, and the community, by way of email, postings, and updates on the Homewood Health Centre webpage ([www.homewoodhealth.com/health-centre](http://www.homewoodhealth.com/health-centre)). This plan will also be available upon request, in a manner that takes into account the person's disability.

### **Multi-year Accessibility Plan**

Homewood has been guided by the results of a full accessibility audit which identified physical barriers present in the facility and resulted in a prioritized list.

This list is updated as barriers have been remedied (fully or partially), priorities changed, or if adjustments remain outstanding.

The list of physical barriers was reviewed and updated in September 2014. Identified priorities have been included in a multi-year facility master plan. Assumptions to the plan include: construction of a new building in 3-5 years; renovating Manor Building in 3-5 years; and decommissioning buildings on east side of Delhi. Therefore, projects in other buildings (Hamilton, Colonial, MacKinnon, Vista, and AT) may take priority.

This master plan also addresses facility-wide issues such as signage (Braille, colour, font, contrast, etc.).

In the short term, our facility accessibility projects will focus on increasing our number, and location, of barrier-free washrooms.

|  | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Signage                                      | x       | x       |         |
| Barrier Free Washroom @ Library x 2          | x       |         |         |
| Barrier Free Washroom @ McKinnon Group Rooms | x       |         |         |
| Barrier Free Washroom @ Activity Therapy     |         | x       |         |
| Barrier Free Washroom @ H2 and H3            |         |         | x       |