

POLICY & PROCEDURE

Subject: Provision of Goods & Services Including Use of Assistive Devices - AODA	Policy NO: 100-127
Department: Administration	Original Date: 2010-01-12
Approval: President & CEO (2026-10-07)	Reviewed: Quality & Risk Manager (2026-10-07)

PURPOSE

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07).

POLICY STATEMENT

The WNGH is committed to the provision of accessible, safe and quality health care for persons with disabilities. This policy applies to all WNGH employees, physicians, volunteers, and students.

PROCEDURE

This policy will apply where persons with disabilities require assistance in accessing the goods and services provided by and on behalf of the West Nipissing General Hospital (WNGH). This may include the person's use of their own assistive device and the assistive devices or other reasonable forms of assistance provided by the WNGH.

1. The WNGH is committed to making reasonable efforts to accommodate persons with disabilities in accordance with the following principles:
 - Dignity;
 - Independence;
 - Integration, except when alternate measures are necessary to meet the needs of people with disabilities; and
 - Equal opportunity. (s. 3 (2), Ontario Regulation 429/07).
2. The WNGH will establish procedures and practices pertaining to the need to accommodate persons with disabilities so that they are able to access the WNGH services.
3. When communicating with a person with a disability the WNGH will do so in a manner that takes into account their disability and staff will demonstrate awareness of how to interact with persons who require the assistance of support persons, service animals and assistive devices.
4. In most situations, the person should initiate a request for accommodation including the need for an assistive device to the WNGH staff. Staff will be pleased to work with the person to provide a suitable form of assistance.

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5. Where staff is aware of a person's need for assistance in accessing goods and services, staff will inform persons with disabilities of the accommodations and/or the assistive devices the WNGH makes available to persons with disabilities.
6. Persons who require the use of an assistive device will be permitted to keep their device with them while accessing the WNGH goods and services unless the health and safety of the client or others is at risk or where there is a risk of damage to any person or property.
7. Persons using assistive devices are expected to operate the device in a controlled manner at all times.
8. If the device cannot stay with the person or if the person is not permitted to use the device, the WNGH will make certain that other means of accommodation are available to the customer.
9. In the event that staff and clients or customers disagree about the use of assistive devices or accommodation decisions, staff will follow the hospital complaint policy.
10. Accommodation records containing information about a particular client or other customer will be subject to the confidentiality restrictions of the Personal Health Information Act (PHIPA).
11. Service providers and others providing services on behalf of the WNGH will adhere to these procedures and practices.
12. These procedures and practices will be reviewed annually and in accordance with legislation.

DEFINITIONS

The disabilities included under the AODA include visual impairment, hearing disabilities, speech impairment, physical or mobility issues, brain injury, epilepsy, intellectual disabilities and learning disabilities.

REFERENCES

- Accessibility for Ontarians with Disabilities Act (AODA) (2005).
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- Ministry of Community and Social Services. (April 2009). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.*
- Hospital policy #100-99 Customer Service – Accessibility for Ontarians with Disabilities.