

Accessibility for Ontarians with Disabilities Act
(AODA 2005)

Customer Service Standard



...to build a culture of accessibility
at The Ottawa Hospital and in the
community. **Think accessibility!**

...d'instaurer une culture axée sur
l'accessibilité à l'Hôpital et dans la
collectivité. **Pensez à l'accessibilité!**

The AODA Accessibility Customer Service Standard

- 1) Introduction and background information
- 2) The purpose of the Standard
- 3) The requirements of the Standard
- 4) Service tips: interacting with
 - a) people with disabilities
 - b) people's assistive devices
 - c) service animals
 - d) support persons
- 5) A person is having difficulty accessing your goods and services: you can help!
- 6) Resources available to help people access your goods and services

People with disabilities:

Why is it important to know about disabilities?



Disability... It's a much more common and natural human experience than many think!

Often we quickly imagine a disability which is primarily

- physical
- visible
- severe

It is not always the case!

Disabilities are much more varied and wide-spread than our "first impressions".

People with disabilities: Statistics

In Canada, 1 in 7 people report that they have a disability...

- Many would not self identify if they thought their disability was minor (example: hearing loss).
- These numbers will only increase as populations age.
- The likelihood of disability increases with age... this means that the demands on health care services will also increase as people age.

Increasing accessibility to Health Care for all citizens is therefore both timely and urgent.

Inclusion and participation

What have we achieved in Canada?

We have laws that identify how everyone should be treated and how we need to create spaces that are accessible for everyone.




1948	Universal Declaration of Human Rights
1982	Canadian Charter of Rights and Freedoms
1985	Canadian Human Rights Act
2001	Ontarians with Disabilities Act (ODA)
2005	Accessibility for Ontarians with Disabilities Act (AODA)
2008	Accessibility Standards for Customer Service, Ontario Regulation 429/07
2012	Integrated Accessibility Standards Regulation

Some background information: Ontario

“The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them”.

AODA Standards were developed in 5 key areas:

- **customer services** 
- **information and communication**
- **employment**
- **the built environment and**
- **transportation**

These standards require public and private sector organizations to identify, remove, and prevent barriers for people with disabilities on or before January 1, 2025.

Ontario's accessible customer service standard became law on January 1, 2008. It creates legal obligations for all who provides goods or services to the public.

The Integrated Accessibility Standards Regulation (IASR)

These Regulations tell us what we need to do in order to meet the AODA requirements

The Integrated Accessibility Standards Regulation (IASR) provides businesses, small and large public-sector and non-profit organizations with:

- guidelines for what is expected from them
- and the timelines they must follow



Barriers: What stands in the way?

A barrier is anything that stops or makes it difficult for a person with a disability to participate in society or access goods or services.

Barriers do not have to be intentional, visible or considerable to exclude people.
Even unintentional, invisible and minor barriers still exclude and prevent people's participation.
A simple thing like Font size or colour can be a barrier!



There are many kinds of barriers experienced by people. They can include:

- **physical**
- **architectural**
- **informational**
- **technological**
- **communication,**
- **systemic** (policies, practices or procedures)
- **attitudinal/behavioural**

Purpose of the Customer Service Standard (CSS)

Ontario, like other places, has a "history of discrimination against persons with disabilities... the purpose of this act is to benefit all Ontarians by...

- developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities.
- to ensure that citizens with disabilities can access, use and benefit from your goods and services".

Requirements of the CSS

In order to comply, at TOH we must:

- 1) Establish policies, practices and procedures on providing goods or services to people with disabilities.
- 2) Demonstrate reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of dignity, independence, integration, and equality of opportunity.
- 3) Develop a policy dealing with people's use of their own personal assistive devices to access your goods or services or other measures that you offer to enable them to access the goods or services.

Requirements of the CSS

In order to comply, at TOH we must:

- 4) Communicate with people with disabilities in a manner that takes into account the person's disability.
- 5) Let people with disabilities bring their service animals onto parts of the premises open to the public or other third parties except where the animal is excluded by law.
- 6) Let people with disabilities be accompanied by their support persons while on the premises open to the public or other third parties.
- 7) Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted.

Requirements of the CSS

In order to comply, at TOH we must:

- 8) Train everyone who interacts with the public (all staff, volunteers) as well as those people responsible for developing policies, practices and procedures on topics outlined in the Customer Service Standard.
- 9) Establish a process for receiving and responding to feedback about the way we provide goods or services to people with disabilities, including what action will be taken if complaints are received, and make this information about the process readily available and accessible to the public.

Requirements of the CSS

In order to comply, at TOH we must:

- 10) In addition, designed public sector organizations and other providers with 50 or more employees must:
- document in writing their policies, practices and procedures for providing accessible service to people with disabilities.
 - let customers know that the documents are available upon request.
 - upon request, provide the information to a person with a disability in a format that takes into account their disability.

Demonstrating our values: general tips...

People are not their diagnosis or disability! Refer to a person's disability only when it is relevant.



Avoid stereotypes and assumptions about what a person can/cannot do!

- Ask the person what he/she is able to do and/or what devices or supports (accommodations) they might use to better access our goods and services.

"May I help you?"

- If you are not sure what to do, ask the person. "May I help you?"
- People with disabilities know if they need help and how you can provide it.

Using proper terms

- Make an effort to learn about appropriate language and terminology to use when referring to people with disabilities.

Interacting and communicating with people with physical disabilities

See things eye to eye

- Place yourself at eye level when speaking for more than a minute or so with someone using a wheelchair or a scooter.

Ask before helping

- Ask permission before you begin to help. People have developed their own and safe ways of doing things.

Respect the person's space and devices

- Respect the person's personal space.
- Do not touch assistive devices without permission and wait for the person's instructions.



Interacting and communicating with people with vision loss

Remember...

few people with vision loss are totally blind. Most have some residual vision and they work with that vision to be as independent as possible.



Communicate who you are and ask permission

- Address the person by name and identify yourself and your role. Ask permission before touching the person.
- If guiding a person, offer to orient them to your elbow. Wait for permission to lead. Do not pull.

Communicate what you're doing

- Inform the person by describing any procedures such as the administration of medication, physical examinations, transportation needs, personal hygiene, etc.
- If you need to leave the person, inform him/her you are leaving and will be back.
- Do not leave him/her in the middle of a room. Show him/her to a chair or guide them to a comfortable location.

Interacting and communicating with people who are Deaf, deafened, or hard of hearing



Focus on the person

- Look at and speak directly to the person. Make sure you are in a well-lighted area where the person can see your face. Maintain eye contact.
- Address the person; not the support person or the interpreter.

How to communicate

- Provide clear and precise instructions and repeat if necessary. Confirm that the person understands you.
- Speak slowly and clearly. Do not shout.

What do they prefer?

- Ask the person what is their preferred communication method. Remember: not everyone is comfortable using a pen and paper, or reading lips.
- Arrange for a sign language interpreter when a person indicates they prefer speaking ASL or LSQ.

Interacting and communicating with people with communication difficulties or disabilities

Focus on the person

- Do not assume that difficulty speaking means difficulty thinking!
- Look at the person you are talking to and pay attention.

How to communicate

- Ask the person to repeat the information if you do not understand.
- If you are having difficulty, ask questions that can be answered by 'yes' or 'no' if possible.
- Do not interrupt or finish the person's sentences.

What do they prefer?

- People with communication disabilities may use a communication board, paper and pen, speech generating device, or a support person.



Interacting and communicating with people with intellectual disabilities

Focus on the person

- Do not assume what a person can or cannot do.

How to communicate

- Use simple words and short sentences.
- Written instructions may be useful.
- Give one piece of information at a time.

Confirm understanding

- Make sure that the person understands what you've said. Ask him/her to review the information with you or demonstrate that he/she understands.
- Speak directly to the person, while acknowledging a support person who may be with him/her. Ensure that the person accompanying the patient understands.



Interacting and communicating with people who have mental health disabilities

Be understanding and respectful

- A person dealing with a mental health disability *may* have difficulty with thinking clearly, hallucinations, depression or mood swings, concentration, remembering, motivation, etc.
- Treat any person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident and reassuring. Listen carefully and work with them to meet their needs.

Ask before helping

- If a person is having difficulty controlling their symptoms or anxiety, remain calm. Ask them how you can best help.



Interacting with people who use assistive devices

Ask permission

- Do not touch assistive devices without permission.
- Do not remove or move a person's equipment out of the person's reach without their knowledge.

People's personal devices are expensive and critical to their independence.

- Demonstrate the same care and respect for their device as you do for the person.
- Be responsible and accountable for the devices if they must be separated from the person: e.g. removing hearing aids for a test or surgery.



Assistive devices

Some examples of common assistive devices include:

- mobility canes
- magnifier
- walker
- glasses
- wheelchair
- scooter
- Teletypewriter (TTY)
- hearing aid
- communication board
- FM transmitter system



Service Animals

Service Dogs assist people who may have the following types of disabilities or health issues:

- vision loss
- hearing loss
- seizures
- post-traumatic stress disorder (PTSD)
- mental illness
- autism

For people with hearing loss for example, a Service Dog is of value for alerting their owner to things like doorbells, a baby crying, a pot boiling over on the stove etc.

A person with PTSD or a child with autism may experience behavioural, social or psychological benefits from the presence of their Service Dog.

People have the right to bring their service dog to the hospital and to their appointments.



Interacting with people using service animals

Remember... a service animal is not a pet. It is a working animal.

Focus on the person

- Do not touch, distract or speak to service animals without permission from their owner.
- Do not be offended if the person does not want to talk about their service animal. Your focus is on the person; not their animal.
- The person is responsible for the care and supervision of their service animal.

Ask before helping

- If you wish to offer assistance, ask "how may I help?"



Interacting with people who use a support person

Who is a support person?

- A support person can be anyone hired or chosen to accompany a person with a disability to assist with communication, mobility, personal care, medical needs, etc.

Focus on the client

- The person may/may not introduce their support person. If you are unsure who the person is or their role, simply ask.
- Address yourself to the person with the disability; not to their support person.



Our opportunity to CARE!

Ask permission.....“May I help you?

Ask for details.....“How may I help you?

Listen carefully.....to the person's instructions.

Clarify if unsure what to do or how to help.

Speak directly to the person.....not to a support person.

Know...

what resources, equipment and services we offer to enhance people's access to and experience of TOH goods and services.



Questions?

Accessibility Awareness and Planning Program Programme de sensibilisation à l'accessibilité

accessibility@toh.on.ca | accessibilite@lho.on.ca



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at The Ottawa Hospital and in the
community. Think accessibility!

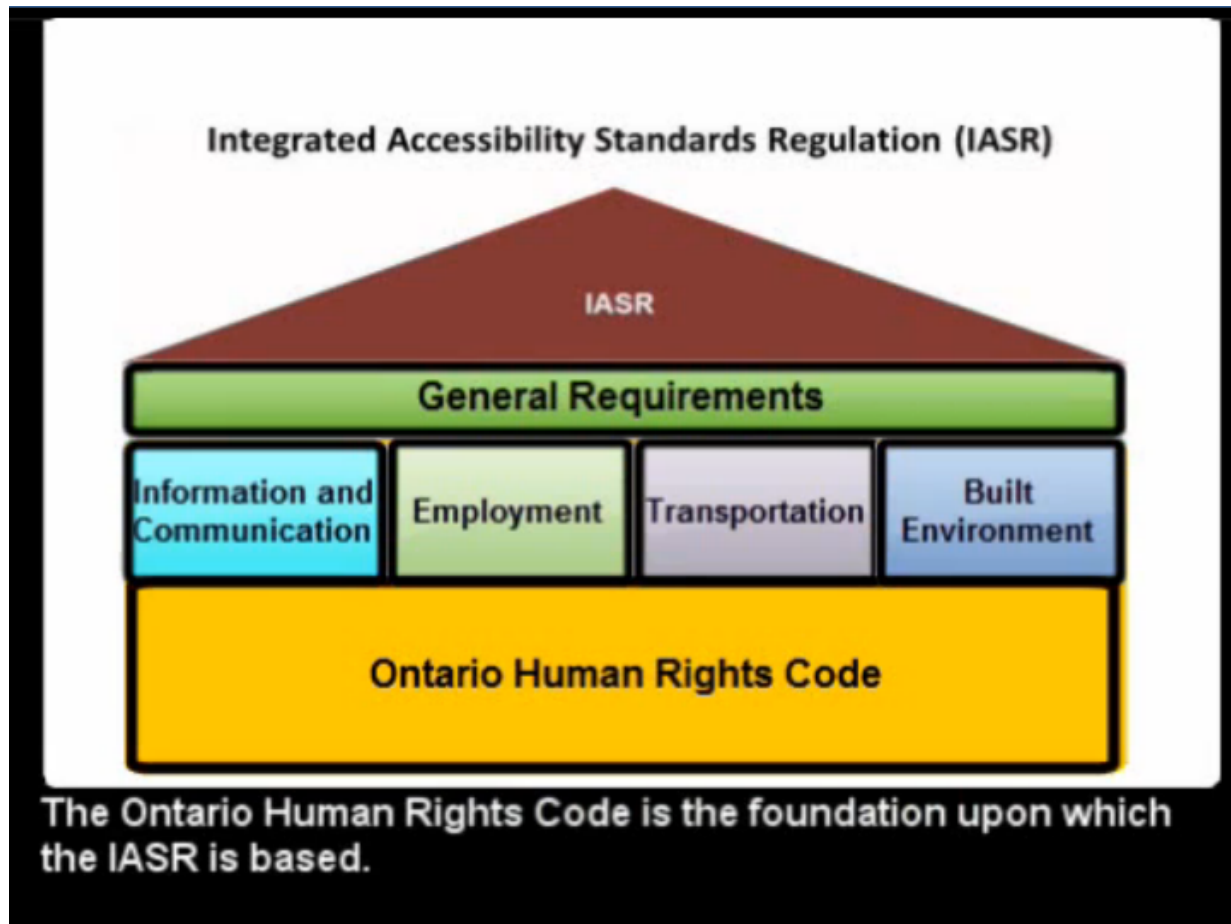
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IASR & Human rights

Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code

IASR and TOH

Welcome to the training on the Integrated Accessibility Standard Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act (AODA).



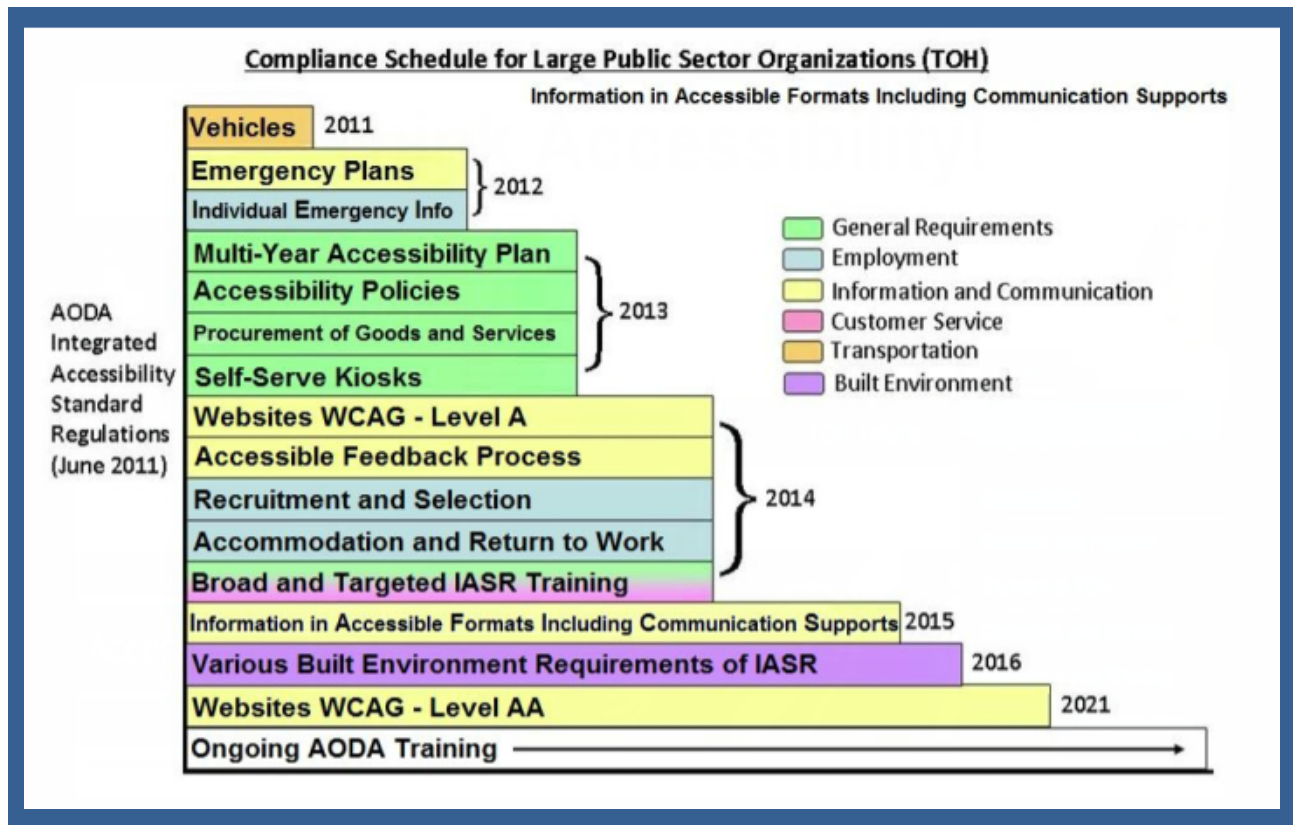
The IASR is divided into 5 main areas, each containing specific requirements aimed at increasing access for persons with disabilities.

The 5 areas covered are:

- Information and Communications
- Employment
- Transportation
- The Built Environment and
- The General Requirements

The Ontario Human Rights Code is the foundation upon which the IASR is based.

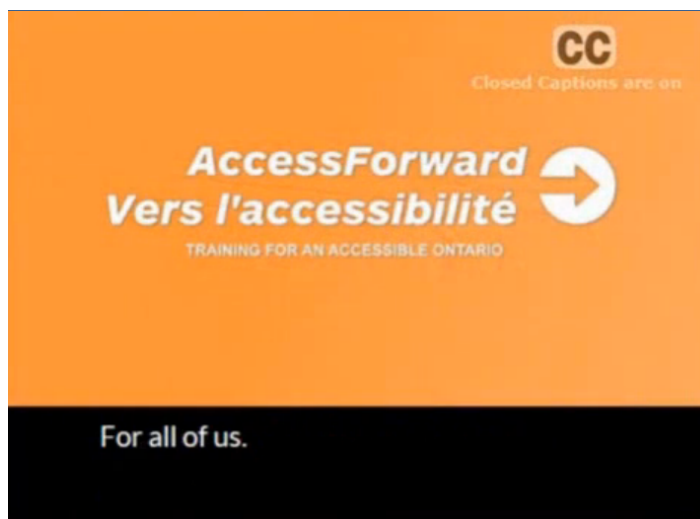
Timelines



This legislation is being phased in and upcoming deadlines are shown by the various bars on this chart. The hospital must report on both this regulation and the Customer Service Regulation to the Ministry of Economic Development, Trade and Employment every two years.

The Ottawa Hospital Accessibility Committee has developed a multi-year accessibility plan to ensure that all deadlines are met on target. This plan can be found on our website.

IASR (6 min)



Click or copy and paste the link below to view the “AccessForward” video.

<https://youtu.be/qig0VyCLrgw>

Ontario Human Rights (2 min)



Click or cut and paste the link below to view the “Ontario Human Rights” video

<https://youtu.be/W9cYD8vJo8Q>

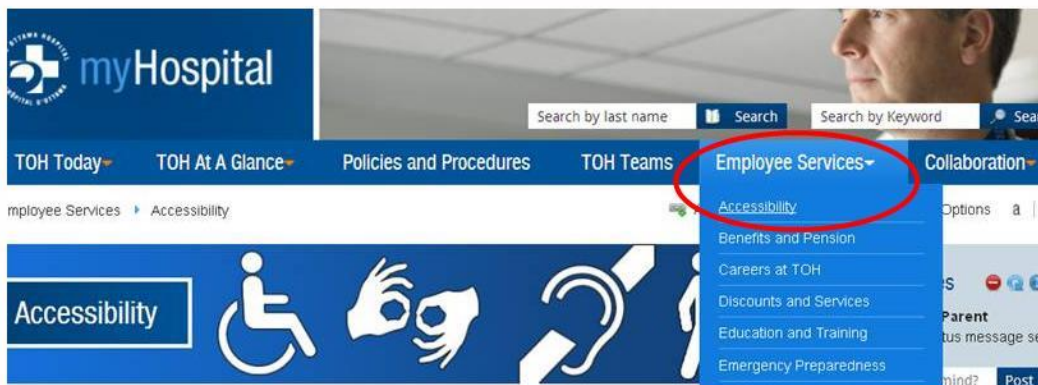
- available online at Ontario Human Rights Commission webpage.

<http://www.ohrc.on.ca/en/disability-and-human-rights-brochure>

Questions?

Information links and fact sheets on each area of the IASR can be found on myHospital. Go to “Accessibility” under “Employee Services” and “Think Accessibility!”

Think Accessibility!



If you do not have access to myHospital, the same information can be obtained by contacting the Accessibility Awareness and Planning Program as follows:

Think Accessibility!

It's not optional. It's the law.
It's good business. It's everyone's business.

Questions?

Accessibility Awareness and Planning Program
613-798-5555 ext. 75535 / 75303
accessibility@toh.on.ca

TOH Policies and Procedures

The screenshot shows the 'Policies & Procedures' section of the TOH website. At the top, there is a navigation bar with tabs: 'TOH Today -', 'TOH At A Glance -', 'Policies and Procedures -' (which is highlighted and pointed to by an arrow), 'TOH Teams', and 'Employee Services -'. To the right of the navigation bar is a 'Francais' button. Below the navigation bar, the main heading 'Policies & Procedures' is displayed. Underneath this heading, there is a search box labeled 'Policy Search' with a 'Search' button next to it. An arrow points to this search box with the text 'Use the search box to find the policy you are interested in.' Below the search box, there is a 'Restrict to:' section with a list of checkboxes: 'Ambulatory Care', 'Cardiothoracic', 'Corporate Administration', 'Diagnostic Imaging', 'Point of Care Testing', and 'Speech-Language Pathology'. An arrow points to the 'Corporate Administration' checkbox with the text 'You can limit your search to specific types of policies. Choose "Corporate-Administration" for policies related to Accessibility'. In the background, there are several overlapping document icons with titles like 'As Low As Reasonably Achievable Policy', 'Accessibility Policy', 'Acquisition and Tracking of Nuclear Substances and Devices', 'Policy Search', and 'Recherche les Manuels'.

Policies & Procedures

Francais

Find Policies or Procedures on my Hospital under the 'Policies and Procedures' tab.

TOH Today - TOH At A Glance - **Policies and Procedures -** TOH Teams Employee Services -

Policies and Procedures

Policy Search [Search]

Use the search box to find the policy you are interested in.

Restrict to:

- ☐ Ambulatory Care
- ☐ Cardiothoracic
- ☐ Corporate Administration
- ☐ Diagnostic Imaging
- ☐ Point of Care Testing
- ☐ Speech-Language Pathology

You can limit your search to specific types of policies. Choose "Corporate-Administration" for policies related to Accessibility