



ACCESSIBILITY STAFF TRAINING, NOTICE OF SERVICE DISRUPTION AND USE OF SUPPORT PERSONS, SERVICE ANIMAL AND ASSISTIVE DEVICES

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Standard Statement:

The Sioux Lookout Meno Ya Win Health Centre (SLMHC) is committed to providing accessible health care services to all individuals. Our vision, mission and values guide our strategic plan to include inclusiveness/accessibility as one of our success factors. SLMHC will strive to meet or exceed the legislative requirements the *Ontarians with Disabilities Act 2001*, the *Accessibility for Ontarians with Disabilities Act 2005* and any subsequent legislation to achieve a fully accessible Ontario by 2025.

Staff Training

All individuals representing SLMHC, interacting with the public or having input into policy related to service delivery must receive training (including employees, volunteers, contractors and students). This training is mandatory and will be on-going to cover new legislation and must be provided to new and existing staff to ensure 100 percent inclusion. Annual training will take place through SLMHC software training module. Records will be kept to document the date, content and participation of the training.

The training will include:

- The Act and its purpose.
- Guidelines as to how to interact with individuals with various disabilities.
- Guidelines of how to interact with individuals with disabilities who use service animals, support people or assistive devices.
- Guidelines of how to utilize or support a patient using the assistive devices available at SLMHC.

- Guidelines on how to assist a person with a disability who is having difficulty accessing a service.
- Guidelines on considering a person's disability when communicating with them.
- Guidelines on how to inform customers when accessible services are temporarily unavailable.
- SLMHC's policies and procedures relating to accessibility.
- What to do with feedback received.

Notice of Service Disruption

If, in order to obtain use or benefit from a providers' goods or services, persons with disabilities usually use particular facilities or services of the provider, and if there is a temporary disruption in those facilities or services, in whole or in part, the provider shall give notice of the disruption to the public.

Notice should also be provided for goods and services if they are expected to be temporarily unavailable in the near future.

SLMHC shall provide notice of temporary disruptions which must include:

1. The reason for disruption
2. Anticipated duration
3. Description of alternative facilities or services, if available
4. Contact person

In the event of a temporary disruption in service, the department manager responsible for the service being disrupted shall ensure that notice is conspicuously posted at the location of the service disruption using the 'Notice of Service Disruption' form and may direct that the notice be posted in an alternate location including, but not necessarily limited to, as may be reasonable in the circumstances:

- By radio announcements (CKDR, CBC) and posted on the website for planned service interruptions or for those lasting greater than 72 hours
- Through the local newspapers (Bulletin and Wawatay)
- Departments providing services through appointments will notify patients of service interruption via phone call to reschedule or notify alternative service access.
- SLMHC website

The department manager shall notify the admitting desk at the respective location of the temporary disruption.

Service disruption may include, but not be limited to:

- Elevator failure
- Diagnostic equipment failure
- Utility failure such as water or power
- Accessible washrooms
- Amplification system

Use of Support Persons, Service Animals and Assistive Devices

SLMHC is committed to welcoming people with disabilities who are accompanied by a support person or a service animal, as well as those individuals who use assistive devices.

Support Persons

1. A support person is defined as another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or accessing goods and services.
2. If a person with a disability is accompanied by a support person, the provider of goods and service shall ensure that both persons are permitted to enter the premises together and that the person with the disability is not prevented from having access to the support person while on the premises.
3. Staff and service providers will address the person accessing the service directly and will refrain from addressing the support person for any reason unless directed to do so by the person with a disability.
4. The provider of goods and services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.
5. In situations where SLMHC has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to requirements of service just as the person with a disability does.

Service Animals – A service animal is defined as a fully trained working animal. Guide dogs are trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons Rights Act to act as a guide animal for people who are blind.

1. If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal unless the animal is otherwise excluded by law from the premises.
2. Where a service animal is excluded by law, SLMHC will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the hospital's goods and services.
3. Service animal access will be limited to areas where public normally access.

4. The animal must be in the control and care of the individual for whom the support animal services. The person accompanied by the support animal will endeavour to manage all the bodily functions of that animal.
5. The support animal is to be clean, of good health and not posing an infection control risk.
6. Staff and volunteers are not to interact with the support animal as this may distract the animal from the performance of support duties.
7. Staff and others who identify as having allergies to the support animal will be relocated/reassigned to an area limiting exposure to the allergen. All possible interventions shall be undertaken to limit exposure to allergens.
8. It is noted that not all service animals are guide dogs. Under the legislation, “a service animal is a trained working animal for a person with a disability if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability”. When there are concerns around the safety of or the animal is disruptive to the service provision to others, SLMHC has the right to request that the person produce such a document to qualify the animal as a service animal. This action is reserved for situations of grave concern and is not a routine practice.

Assistive Devices

SLMHC is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. SLMHC ensures that staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

A person with disability will be allowed to use their own personal devices to access care or services.

During staff training, appropriate staff will be trained on how to use the following assistive devices (many more devices exist):

- wheelchairs
- walkers
- crutches
- canes, etc.