



## Disruption of Service:

Public notification will be provided should there be any disruption (planned or unexpected) of facilities or services that are usually used by people with disabilities to access our goods or services. Notice will include:

- Reason for disruption of service
- Anticipated length of duration
- Description of alternate facilities or service if available.

## Training:

- Training about the provision of goods or services to persons with disabilities will be provided to staff, volunteers and students; training will be made available to physicians.
- Training about the provision of goods and services to persons with disabilities will be provided to persons developing hospital policies, practices and procedures governing the provision of goods and services to the general public or other third parties.
- Training will include a review of the purposes of the Act, the requirements of this Regulation and instruction about:
  - how to interact with persons with various types of disabilities
  - how to interact with persons with disabilities who use an assistive device, require assistance of a service animal or the assistance of a support person.
  - How to use equipment or devices available on the hospital's premises or otherwise provided by the hospital that may help to provide goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing the hospital's goods or services.
- Training will be provided as soon as practicable after a staff member is assigned his/her applicable duties.
- Training will be ongoing in connection with changes to policies, practices and procedures.
- Education & Organizational Development will maintain a record of training provided, including the dates when online training is completed by staff, and the dates that classroom training is provided to physicians, volunteers, students and agents.
- The WAHA training policy will be available for the public. It is available upon request in a format agreed upon with the person with a disability.

## Feedback process:

- Patients and families are welcome to contact the Director of Community Relations, who provides a bridge between patients/families and the hospital. Director of Community Relations office assists patients or families who are experiencing difficulty, or who may have questions, concerns or compliments about their care or service at Weeneebayko Area Health Authority.
- We encourage and welcome feedback and suggestions from patients and families, in person, by letter, or by telephone. Alternative communication formats may be arranged upon request.
- Confidentiality is highly respected and maintained.
- The Director of Community Relations Monday through Friday from 8:30 am to 4:30 pm and can be contacted by calling 705-658-4544. Voice mail is available after hours.
- The Director of Community Relations provides feedback related to accessibility to the Accessibility Working Group, which makes recommendations to the senior leadership team about the removal of barriers to accessibility. This information can also inform the hospital's annual Accessibility Plan.

Availability of documents:

- WAHA accessibility policies will be posted on the hospital's Internet and Intranet.
- All policies and procedures documents related to accessibility will be available to the public in a format agreed upon with the person with a disability.

Developed in consultation with:

- WAHA Director of Community Relations
- WAHA Education
- WAHA Accessibility Working Group

**AMENDMENT:**

**REFERENCES:**

**Accessibility for Ontarians with Disabilities Act, 2005**

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

**Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard 429/07**

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

**Blind Persons' Rights Act. R.S., c.40. s.1**

<http://www.gov.ns.ca/legislature/legc/statutes/blindper.htm>

<b>Original Date:</b>	<b>Review dates:</b>	<b>Revised Date:</b>
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