

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	2 of 12

STAKEHOLDERS:

This policy applies to all Bloorview Kids Rehab employees, volunteers, contractors, students, Board of Trustees, and any other individuals who interact with the public on behalf of Bloorview Kids Rehab.

DEFINITIONS:

“Disability”

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- (b) a condition of mental impairment or a developmental disability,

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	3 of 12

- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. Examples of these include:

- (a) A person with arthritis has a disability that over time may increase in severity,
- (b) A person with a brain injury has a disability that is not visible
- (c) A person with multiple sclerosis has a disability that causes her to experience periods when the condition does not have an effect on her daily routine and other periods when it does.

“Assistive Devices”:

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	4 of 12

An assistive device is any device used by people with disabilities to help with daily living. Examples of this include: wheelchairs, walkers, oxygen tanks, electronic communication devices.

“Service Animal”:

An animal trained to assist a person with a disability. Service Animals include dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

“Support Person”:

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications. (AODA January 2008).

POLICY:

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	5 of 12

Bloorview Kids Rehab is committed to ensuring consistency of application in all of our work to reflect the following principles: dignity, independence, integration and equal opportunity.

Bloorview Kids Rehab will undertake educational activities for staff, volunteers, contractors, students, Board of Trustees, and any other individuals who interact with the public on behalf of Bloorview Kids Rehab to ensure a culture of understanding is embedded into our everyday interactions with people with disabilities.

PROCEDURE:

Assistive Devices

As a disability-focused organization, all services provided by Bloorview Kids Rehab are integrated, regardless of a person's need to use assistive devices to participate. Assistive devices may include electronic communications boards, wheelchairs, walkers, ventilators, oxygen tanks, etc.

Individuals with disabilities have the right to use their own personal assistive devices while accessing the goods or services provided by Bloorview Kids Rehab.

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	6 of 12

Bloorview Kids Rehab's facility was built to enable everyone to participate equally in all Bloorview activities. Staff, students and volunteers have received training and orientation to support parents/clients and the general public who may use assistive devices while accessing services. Should a parent/client/member of the general public require assistance with an assistive device, they are encouraged to ask our staff/volunteers for support.

Service Animal

Service animals are allowed in our facility. If a service animal is not permitted in specific areas because they are prohibited by law (i.e. food preparation areas), Bloorview Kids Rehab will make every effort available to seek out an alternative method to support the person with a disability. Certain breeds of animals may also be prohibited by law (i.e. *Dog Owner's Liability Act*).

Where there is a risk to the health and safety of another person as a result of the presence of a service animal (i.e. allergy), consideration will be given to options available prior to exclusion of the service animal.

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	7 of 12

Support Persons

As a disability-focused organization, Bloorview allows people with disabilities to be accompanied by a support person, and allows them to have complete access to that support person while accessing services. [Where fees apply to individuals with a disability \(i.e. training sessions, swim programs\), there will be no fee charged to support persons who need to be accessible to individuals with a disability during their access to these services. Bloorview will not be assuming the costs associated with employing a support person for an individual with a disability.](#)

Disruptions in Service

Bloorview Kids Rehab will provide notice in the event of an unplanned or scheduled disruption in services. Information will include: reason for the disruption, anticipated duration and alternative options for provision of service, if available, during the disruption. Information will be provided on Bloorview's website, using the outgoing voicemail message, through direct communication in close proximity to the affected areas (sign/poster) communicating the disruption in service.

Feedback

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	8 of 12

Bloorview Kids Rehab will ensure that individuals are provided with venues to provide feedback on the organization's efforts in ensuring accessibility for everyone. The venues are as follows:

For clients and families:

- The current Issue Resolution Procedure (please refer to Clinical Care Policy [#CF-122](#)—Issue Resolution Procedure) encourages families to raise concerns on any issue with a specific staff person and/or their manager and appropriate follow-up and action is taken and reported to senior management. Client and family feedback can be provided through the *Tell Us* survey which is sent out every month to families and clients who have received services at Bloorview.

For staff:

- Through:
 - the *Employee Satisfaction Survey* which is conducted every two years
 - Human Resources
 - Joint Health and Safety Committee
 - Their direct manager or director

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	9 of 12

For the general public:

- accessibility@bloorview.ca
- Feedback will be forwarded to the Chair, Accessibility Committee.

Please refer to the following links for more information regarding feedback:

<http://www.bloorview.ca/about/accountability/issuesresolutionprocess.php>

<http://www.bloorview.ca/about/accountability/inquiries.php>

Training

All staff/volunteers/students/Board members working on behalf of Bloorview Kids Rehab receive an extensive orientation to Bloorview, including an overview of the clients we serve and their special needs. Bloorview will incorporate the Customer Service standards into the general orientation effective January 2010. For current employees/volunteers/Board members, they will receive additional training to supplement their existing

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	10 of 12

knowledge and the training they've already received to interact with people with disabilities.

Training for all staff/volunteers/students/Board members will be delivered through our Learning Management System (LMS). Individuals will be required to complete a quiz based on their learning. Documentation that the training has been conducted & completed will be recorded for Staff within the Bloorview LMS, documentation for volunteers and board members will be maintained by the Volunteer Resources Department, documentation for students will be maintained by student coordinators.

All contractors and others working on behalf of Bloorview Kids Rehab will receive information on how to interact with people with disabilities through a training booklet.

The training will include:

- (a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- (b) How to interact and communicate with people with various types of disabilities

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	11 of 12

- (c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- (d) The process for when an individual with a disability is experiencing difficulty in accessing services at Bloorview Kids Rehab and
- (e) A summary of Bloorview's policies, practices and procedures relating to the customer service standard.

CATEGORY:	Customer Service	NUMBER:	
SUBJECT:	Providing Goods and Services to People with Disabilities	ISSUED:	February 2010
		REVISED:	
		PAGE:	12 of 12

Documents required by the Customer Service Standard are available upon request. These documents are available through our website, or in hard copy through the Family Resource Centre, or by contacting accessibility@bloorview.ca. Documents are available in other formats upon request.

Reviewed by:

Date: