



## **Customer Service Policy Statement: Providing Services to People with Disabilities**

### **Our Mission**

We change the world for people living with complex disease and disability by:

- Providing them with an integrated network of programs and services in complex care and rehabilitation
- Advancing knowledge, expertise, and care through research, teaching, and learning
- Engaging our community and health care partners to create a networked system of support

### **Our Vision**

To be Canada's leader in complex care and complex rehabilitation.

### **Values**

#### **Meaningful Mission**

Our work makes a difference. We are dedicated to providing compassionate, exceptional care and service.

#### **Integrity**

We are committed to working together with trust and honesty, professionalism, accountability and acceptance.

#### **Investment, Growth and Development**

We invest in people, relationships and our organization to ensure that we provide the best care and service possible.

#### **Leadership**

We are innovative. Our decision-making is guided by evidence and expertise.

#### **Celebrating Individual Spirit, Hopes and Dreams**

We are proud of our accomplishments. We celebrate and promote individual achievement, expression and worth.

#### **Social Responsibility**

We passionately uphold the rights and needs of the people we serve and of our staff. We contribute to building a healthy community.

## 2. Our commitment

In fulfilling our mission, **Bridgepoint Health** strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **Providing services to people with disabilities**

**Bridgepoint Health** is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following outpatient areas:

- Day Treatment
- Seating Service
- Augmentative Communication and Writing Aids Clinic (ACWC)
- Chiropody Service
- Ophthalmology Clinic
- Diagnostic Imaging
- Dental Clinic
- Patient Wellness
- Cultural Interpreters

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Methods of communication will include, but are not limited to the use of:

- Bulletin Boards
- Phone messages
- TV
- Letters
- Posters
- E-mail

Bridgepoint is always open to feedback and suggestions on how we can best communicate with all of our customers. Please contact us at 416-461-8252 ext. 2818 or by e-mail at [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca)

## **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, and assistive devices, if telephone communication is not suitable to their communication needs or is not available.

## **Assistive devices**

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

We will also ensure that staff know how to use the following assistive devices available on our premises for customers: Assistive Devices available on our premises for patients include, but are not limited to:

- Seating and Mobility Aids
- Lifts and transfer aids
- Positioning aids
- Voice Amplifiers
- Pocket Talkers
- Communication Boards and Books
- Talking Elevators
- Adapted patient materials (e.g. materials on other languages and formats) available through our LiveWell! Sunlife Health Information Centre

Please review our policy on the [“Use of Assistive Devices”](#), or contact Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca), for a copy. This policy will provide you with an overview of Inpatient Services, procedures, referrals related to the use of assistive devices at Bridgepoint Health.

## **Billing**

When billing practices are indicated (i.e. Dental Clinic), we are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

A support person, when assisting a person with a disability to obtain or access Bridgepoint Health services (such as, aquatic programs, organizational-wide events, educational workshops, etc), will be permitted to attend at no charge, whenever an admission charge is applicable.

## **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter **Bridgepoint Health**'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Please review our policy on the "[Use of Service Animals](#)" and "[Support Persons](#)", or contact Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca), for a copy. This policy will provide you with an overview of procedures, considerations and requirements for the use of service animals (including visiting, therapy and resident animals) and support persons.

### **Notice of temporary disruption**

**Bridgepoint Health** will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Services by Bridgepoint Health that could incur a planned or unexpected service disruption are those services provided by Ambulatory Services and Clinics.

Please review our policy on the "[Ambulatory Services and Clinics](#)", or contact Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca), for a copy. This policy will provide you with the procedure for notifying outpatients in the event of an unplanned or unexpected service disruption.

### **Training for staff**

**Bridgepoint Health** will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: All positions that come in direct contact with patients and families will be trained.

This training will be provided within 3-months after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Staff directly related to the provision of care when using assistive devices will be trained. Staff who come in contact with persons using assistive devices will be informed on how and where access assistance.
- What to do if a person with a disability is having difficulty in accessing **Bridgepoint Health's** and services
- **Bridgepoint Health's** policies, practices and procedures relating to the customer service standard. These include:
  - Pets/Animals in Facility Policy – Customer Service Policy: Providing services to people with Disabilities
  - Ambulatory Services and Clinics – Customer Service Policy: Providing services to people with Disabilities
  - Patient Wellness Programs – Customer Service Policy: Providing services to people with Disabilities
  - External Service Providers – Customer Service Policy: Providing services to people with Disabilities
  - Dental Clinic – Customer Service Policy: Providing services to people with Disabilities
  - Use of Assistive Devices – Customer Service Policy: Providing services to people with Disabilities
  - Mandatory Training – Customer Service Policy: Providing services to people with Disabilities
  - Feedback Management – Customer Service Policy: Providing services to people with Disabilities

Applicable staff will be trained on policies, practices and procedures that affect the way and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Feedback process**

The ultimate goal of **Bridgepoint Health** is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way **Bridgepoint Health** provides services to people with disabilities can be made by contacting Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca). Comments cards can also be completed. These cards are available on every floor/unit outside the elevators and returned confidentially to comment boxes located in the same area. For further information concerning our Feedback Management process, please visit here.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

## **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of **Bridgepoint Health's** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the appropriate staff member responsible. Please refer to individual policies for contact information or contact the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca),

## **AMBULATORY SERVICES AND CLINICS – CUSTOMER SERVICE POLICY: PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

### **OUR MISSION**

We are a group of dedicated, compassionate professionals committed to raising the standard of outpatient rehabilitation in Toronto. We aim to provide the necessary rehabilitative and support services to all our patients including people with disabilities. For the purposes of this policy, Ambulatory Services and Clinics at Bridgepoint includes:

- Day Treatment
- Seating Service
- Augmentative Communication and Writing aids Clinic (ACWC)
- Chiropody Service
- Ophthalmology Clinic
- Diagnostic Imaging
- Cultural Interpreters

### **OUR COMMITMENT**

We strive at all times to provide services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other patients. Our guiding principles include:

- Valuing our customers
- Communication
- Focus on Customer wants
- Respect
- Team work
- Holistic approach
- Honesty
- Provide and Receive Feedback

### **PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

Ambulatory Services and Clinics at Bridgepoint are committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.

## **Telephone Services**

We are committed to providing fully accessible telephone service to our patients. We will train staff to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, and assistive devices if telephone communication is not suitable to their communication needs or is not available.

## **Assistive Devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services.

## **Billing**

When billing practices are indicated, we are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

A support person, when assisting a person with a disability to obtain or access Bridgepoint Health services (such as, aquatic programs, organizational-wide events, educational workshops, etc), will be permitted to attend at no charge, whenever an admission charge is applicable.

## **Wheelchair Accessibility**

We are committed to providing wheelchair accessible space to our patients. However, due to current structural limitations, we are unable to see patients with wheelchairs in certain treatment and/or office areas. In the event that a space is determined not

wheelchair accessible, staff will explore alternative space options, up to and including a referral to another facility or service that can accommodate the patient needs.

### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that our staff will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access Bridgepoint Ambulatory Services and Clinics with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

It is expected that referral sources will highlight on referral form when a support person and/or service animal is required to accompany the patient. The patient and/or referral source can also advise program coordinators of this information upon time of scheduling initial appointment.

Upon review of outpatient referral packages received, the team and/or case manager may determine that a support person is required to meet program eligibility criteria, or for patient or staff safety. Such recommendations will be communicated to the patient and/or referring source. Patients must arrange to have support person in place for their initial and/or next scheduled appointment.

### **Notice of temporary disruption**

Ambulatory Services and Clinics will provide patients with notice by phone or email (if available) in the event of an unplanned disruption in Bridgepoint Hospital, and/or Ambulatory Services and Clinics. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of pre-planned closures, patients will also be notified in advance through signage, schedules provided by reception and/or member of health care team, or telephone, email.

### **Training for staff**

Ambulatory Services and Clinics will provide training to all staff, volunteers and students who deal with our patients or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided immediately after staff start their work/placement duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the patient lift and communication board
- What to do if a person with a disability is having difficulty in accessing the Ambulatory Clinics and Services
- Any policies, practices and procedures relating to the customer service standard and how it affects the way the services are provided to people with disabilities.
- Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Feedback Process**

The ultimate goal of the Ambulatory Clinics and Services is to meet and surpass patient expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Ambulatory Clinics and Services provides rehabilitative and support services to people with disabilities can be made directly to the Manager of Central Therapy and Ambulatory Services at 416-461-8252 x 2093. Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca).

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

### **Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by referring to the Patient Relations Office at 416-461-8252 x 2026 or by email [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca)

**REFERENCES**

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service: Summary of Requirement

[www.AccessON.ca](http://www.AccessON.ca)

**APPROVAL DATE**

January 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

## FEEDBACK MANAGEMENT

**AQ 010**

### POLICY

Each patient, is encouraged to provide feedback to Bridgepoint Health with respect to the quality of care and service received.

Feedback is defined as compliments, suggestions, concerns and complaints that are presented to the organization in one or more of the following ways:

- letter or note addressed to Bridgepoint Health and / or facility staff
- Patient Comment Card
- conversation with or phone call received by staff
- meeting with Directors, Managers, Vice Presidents, President and Chief Executive Officer

All feedback is considered legitimate and will be acted upon in an appropriate manner.

Requests for anonymity made by the individual providing feedback, will be honoured, as feasible. Where such request cannot be honoured, the individual will be so advised.

In the case of a complaint, an investigation will be conducted by the Director / Manager that has accountability for the area that is the subject of the complaint, as well as the Human Resources Department as required.

A process will be established by the Director / Manager to investigate the complaint and to rectify the situation to the best of their ability, as appropriate, and to provide a response to the complainant. Either party may choose to involve the Patient Representative in addressing the complaint. Refer to policy AQ 020 *Complaints Involving Patient Representatives*.

Matters that remain unresolved by the Director / Manager, or Patient Representative, will be referred to the Vice President responsible for the area.

## PROCEDURE

Details pertaining to follow up of the feedback are to be documented on a timely basis by the Director/Manager.

It is the responsibility of each person who receives the Feedback to ensure that the appropriate Director/Manager is informed and details of the feedback are documented in a timely manner using standard organization wide tools.

## NOTE:

The ultimate goal of **Bridgepoint Health** is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way **Bridgepoint Health** provides services to people with disabilities can be made by contacting Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca). Comments cards can also be completed. These cards are available on every floor/unit outside the elevators and returned confidentially to comment boxes located in the same area. For further information please see our Customer Service Policy Statement: Providing Services to People with Disabilities.

## REFERENCES

Quality and Risk Management Policy AQ 020 *Complaints Involving the Patient Representatives*.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

## APPROVAL DATE

January 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

## USE OF ASSISTIVE DEVICES

### OUR MISSION

Bridgepoint Hospital is committed to serving people with disabilities who use Assistive Devices to access our services. Assistive Devices include any device used to assist a person to perform a particular task.

### OUR COMMITMENT

In fulfilling our mission, All staff will be trained on how to direct a patient or visitor to the appropriate staff resource. Those staff will be trained to be familiar with the various Assistive Devices that may be used by patients and visitors with disabilities. We will train appropriate staff on how Assistive Devices available on our premises for patients are used. These devices include, but are not limited to:

- Seating and Mobility Aids
- Lifts and transfer aids
- Positioning aids
- Voice Amplifiers
- Pocket Talkers
- Communication Boards and Books

We will also train all staff on how to be supportive of patients and visitors using their own personal Assistive Devices while at Bridgepoint. It is the responsibility of the person using the Assistive Device to ensure that his or her Assistive Device is operated in a safe and controlled manner at all times. Personal Assistive Devices may include, but are not limited to:

- Seating and Mobility Aids
- Vision Aids
- Hearing Aids
- Communication Aids
- Feeding Aids
- Positioning Aids
- Prosthetics and orthoses

Other measures offered to assist patients and visitors with disabilities to access our services include:

- Elevators with voice annunciation, including floor and direction.
- Automatic door openers
- Accessible parking
- Front desk community reception
- Hospital website
- Cultural interpreters program
- Health Information Centre (consumer health library accessible to the public)
- Adapted patient materials (e.g. materials in other languages and formats)

The following individuals and/or clinics can be contacted through switchboard for further information on support of specific Assistive Devices. Clinical Practice Leaders can then delegate to the most appropriate staff member.

Inpatient or Ambulatory Care Services:

Coordinator, Patient Relations and Quality

Inpatient Services:

Lifts and Transfer aids: Clinical Practice Leader (CPL) for Occupational Therapy or Physiotherapy

Positioning Aids: CPL for Occupational Therapy or Physiotherapy

Feeding Aids: CPL Occupational Therapy

Prosthetics and Orthoses: CPL Occupational Therapy or Physiotherapy

Voice Amplifiers/Pocket Talkers: CPL Speech-Language Pathology

Communication Boards and Books: CPL Speech-Language Pathology

Hearing Aids: CPL Speech-Language Pathology

Vision Aids: CPL Occupational Therapy

Augmentative Communication Devices or Writing Aids: Augmentative Communication and Writing Clinic (ACWC)

Seating and Mobility: Seating Clinic

Ambulatory Care Services:

Case Manager of Day Treatment

Augmentative Communication Devices or Writing Aids: Augmentative Communication and Writing Clinic (ACWC)

Seating and Mobility: Seating Clinic

**ASSISTIVE DEVICES PROCEDURE:**

Patients needing assistive devices will be referred to the relevant department or to an outside agency, as required, in order to facilitate obtaining an appropriate Assistive Device. Patients may also be referred to the relevant department should they experience technical problems or breakdown of their Assistive Device(s) in order to connect them with appropriate resources to address the problem.

**Inpatient & Ambulatory Service - Referrals**

Patient's physician will provide an order for treatment for specific service(s). The order will be forwarded to the appropriate individual or department. The receiving professional will contact the patient or unit to make arrangements to see the patient.

## **Referrals to Outside Agencies**

Referrals to outside agencies: may be initiated by the individual or in collaboration with the team, as appropriate. Referrals to outside agencies may be required when there is no staff member with the expertise to support a device, or the support required is beyond the knowledge of the staff member.

## **Visitors**

Any requests for information on Assistive Devices and resources in the community can be directed to the Livewell Resource Coordinator in the Health Information Centre.

## **Feedback Process**

Feedback and questions concerning this policy can be made by contacting the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca). We welcome your feedback and comments.

## **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

## **Questions about this policy**

This policy exists to achieve service excellence to program participants with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by contacting the Patient Relations Office 416-461-8252 x 2026 or [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca)

## **REFERENCES:**

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Accessibility Standards for Customer Service: Summary of Requirement  
[www.AccessON.ca](http://www.AccessON.ca)

## **APPROVAL DATE**

**JANUARY 2010**

[Return to Bridgepoint Health Customer Service Policy Statement](#)

## **DENTAL CLINIC – CUSTOMER SERVICE POLICY: PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

### **OUR MISSION**

The mission of the Dental Clinic is to provide necessary oral health services to all our patients including people with disabilities.

### **OUR COMMITMENT**

In fulfilling our mission, the Dental Clinic strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other patients.

### **PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

The Dental Clinic is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.

#### **Telephone services**

We are committed to providing fully accessible telephone service to our patients. We will train staff to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, assistive devices if telephone communication is not suitable to their communication needs or is not available.

**Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services.

We will also ensure that staff know how to use the communication board (please see Appendix 1) available on our premises for patients.

**Billing**

We are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

**Wheelchair Accessibility**

We are committed to providing wheelchair accessibility to our patients; however, due to current structural and space limitations, we are unable to see patients with wheelchairs that are over 35 inches (88.9 cm) in width due to the structure of our current office.

For patients that we are unable to accommodate, we will refer them to one of the following clinics:

**Mount Sinai Dental Clinic**

Main Clinic - 416-586-4800 ext. 5147

**Sunnybrook Hospital Department of Dentistry**

Main Clinic – 416-480-4436

Geriatric Clinic – 416-480-4863

**Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal at the Dental Clinic. We will also ensure that our staff will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Dental Clinic's premises with his or her support person. At

no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Upon scheduling an appointment with a Dental Clinic staff member by phone, in person or by email, please ensure to inform her/him that a support person or service animal will be accompanying you/the patient.

Note to Referral Agencies: When completing the Day Treatment Referral Form, please indicate that the patient will be accompanied by a support person or service animal.

### **Notice of temporary disruption**

The Dental Clinic will provide patients with notice by phone or email (if available) in the event of a planned or unexpected disruption in Bridgepoint Hospital or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### **Training for staff**

The Dental Clinic will provide training to all staff, volunteers and students who deal with our patients or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Dentist
- Dental Hygienist
- Dental Assistant
- Dental hygiene/assistant students
- Oral care volunteer

This training will be provided immediately after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the patient lift and communication board
- What to do if a person with a disability is having difficulty in accessing the Dental Clinic's services
- The Dental Clinic's policies, practices and procedures relating to the customer service standard and how it affects the way the oral health services are provided to people with disabilities. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **Feedback process**

The ultimate goal of the Dental Clinic is to meet and surpass patient expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Dental Clinic provides oral health services to people with disabilities can be made directly through the Dental Clinic at 416-461-8252 x 2061. Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca).

## **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

## **Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided through the Dental Clinic or by referring to the Patient Relations Office 416-461-8252 x 2026.

## **REFERENCES**

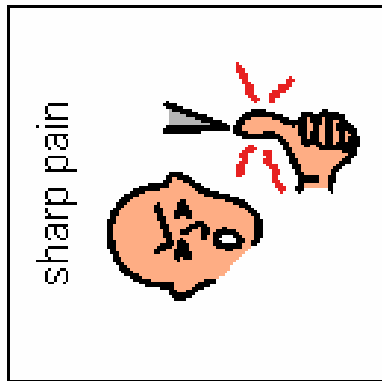
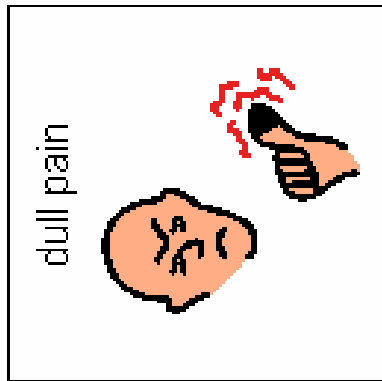
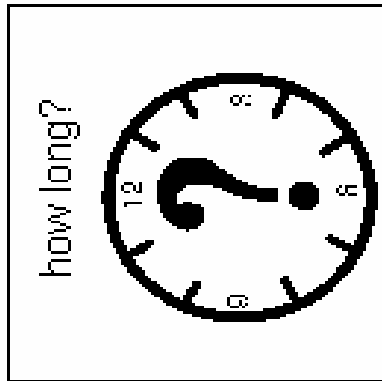
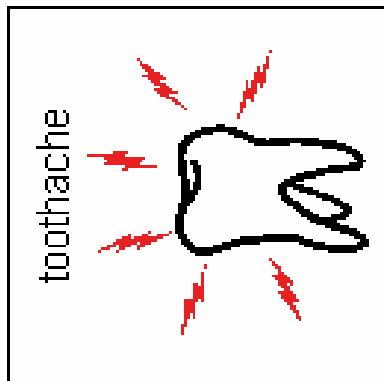
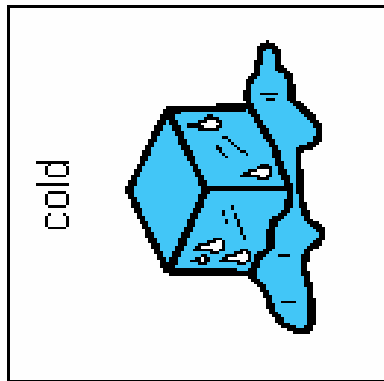
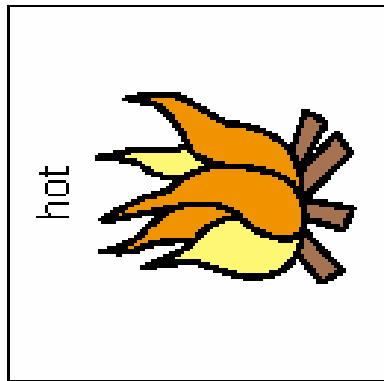
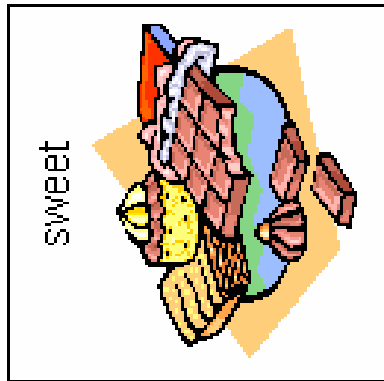
Compliance Manual: *Accessibility Standards for Customer Service, Ontario Regulation 429/07; Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

## **APPROVAL DATE**

January 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

## **APPENDIX 1 below**



lots of pain

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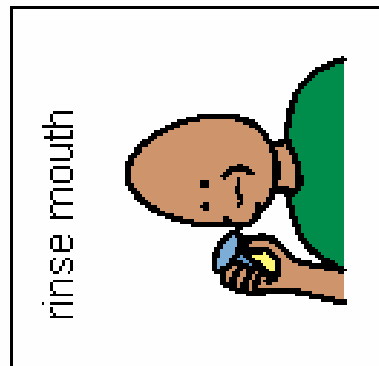
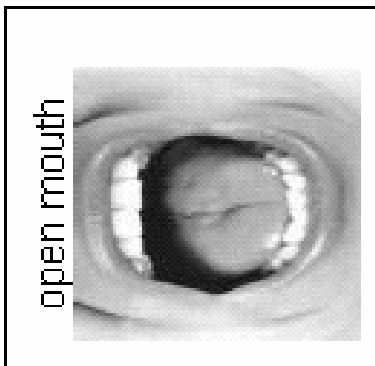
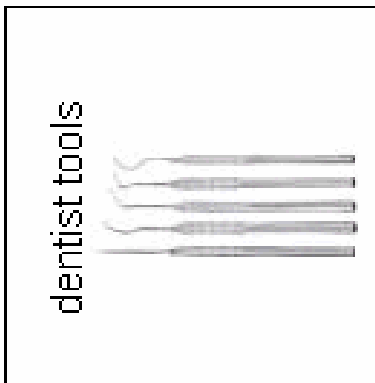
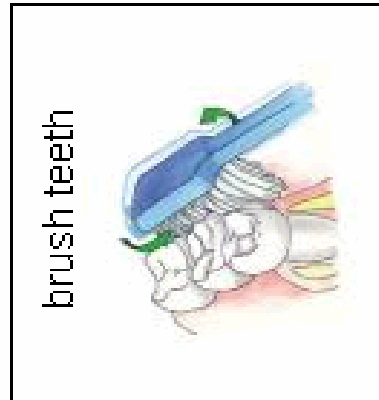
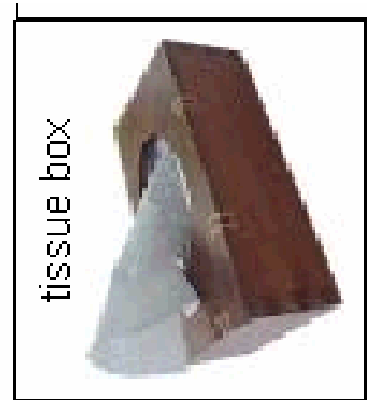
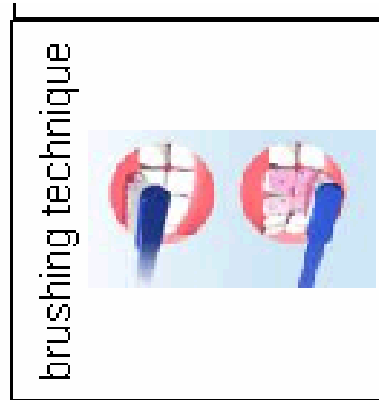
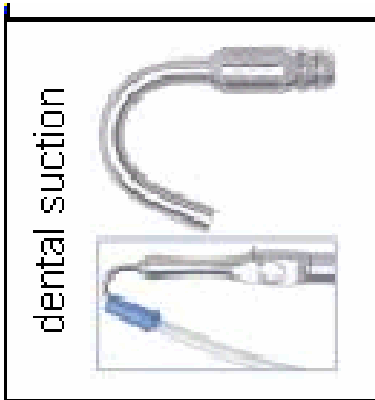
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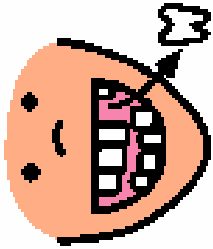
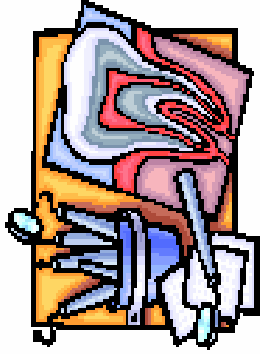
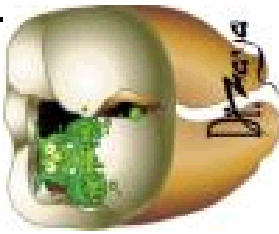


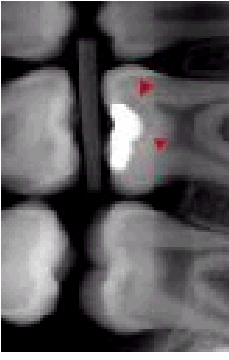
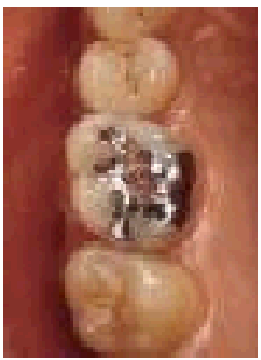
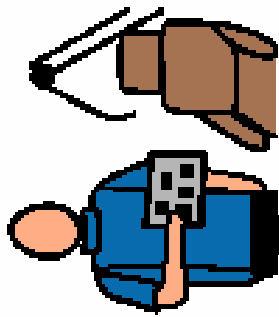
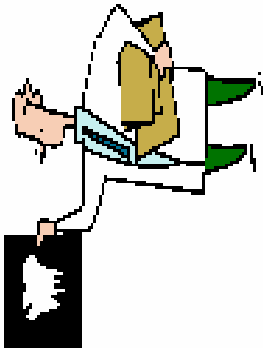
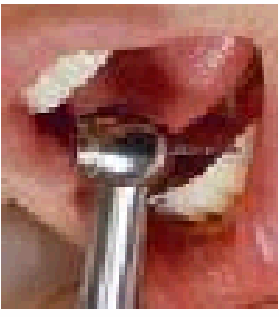
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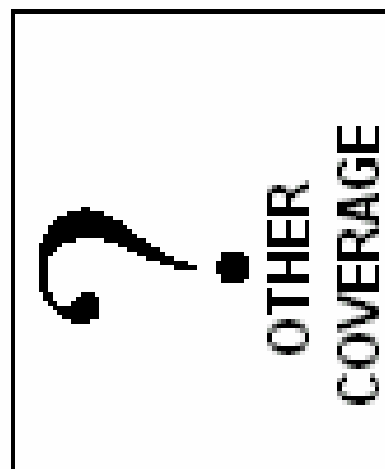
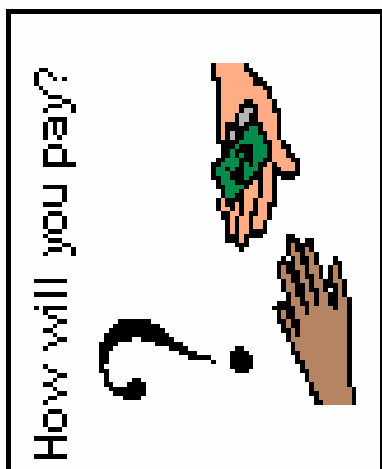
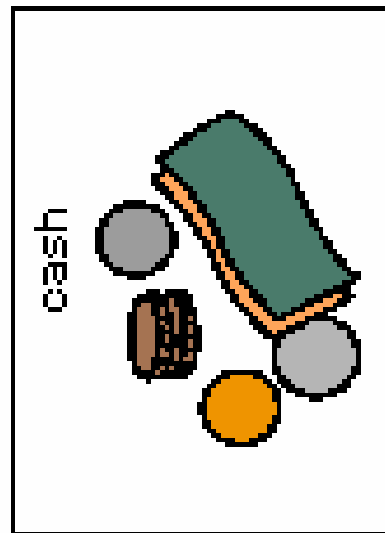
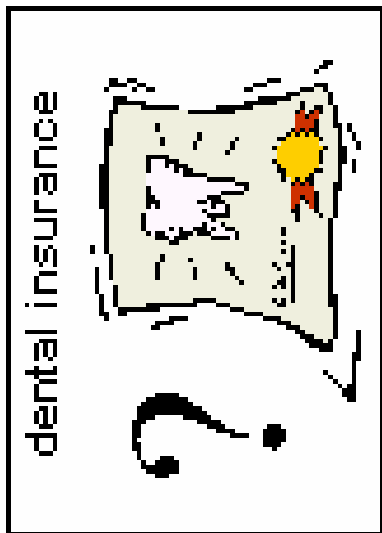
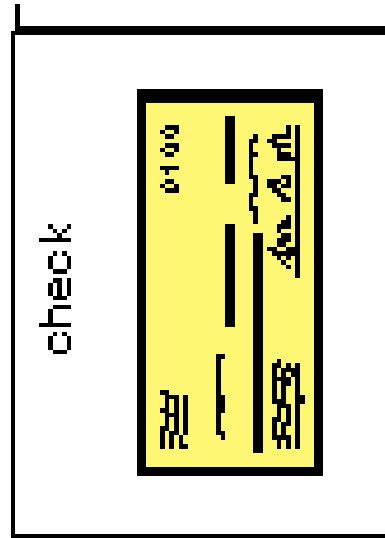
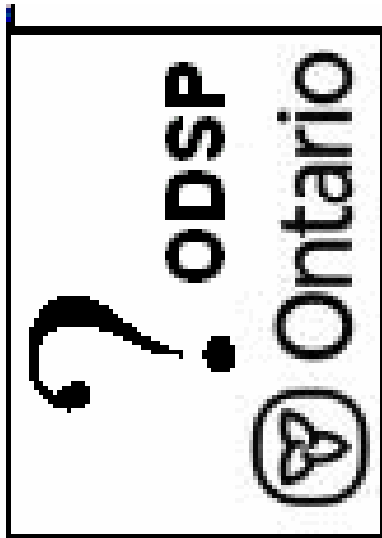
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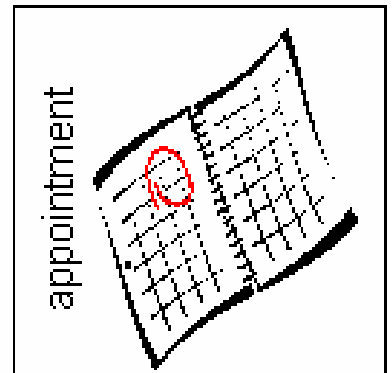
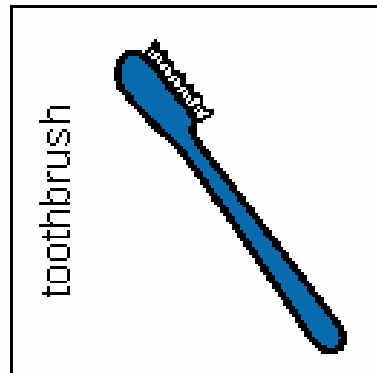
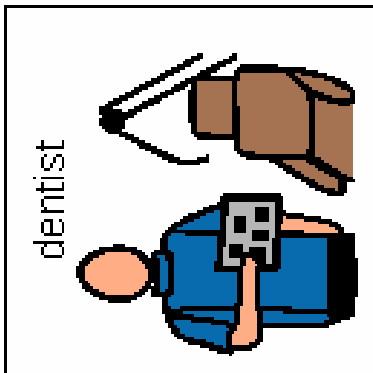
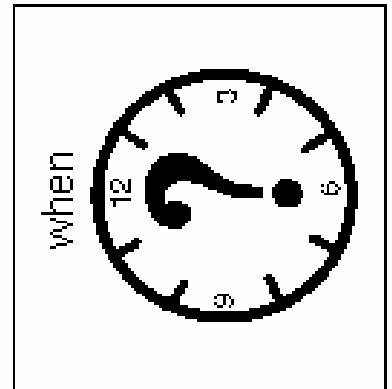
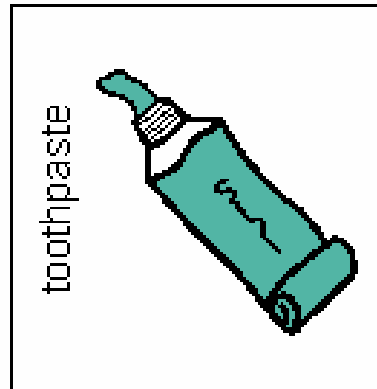
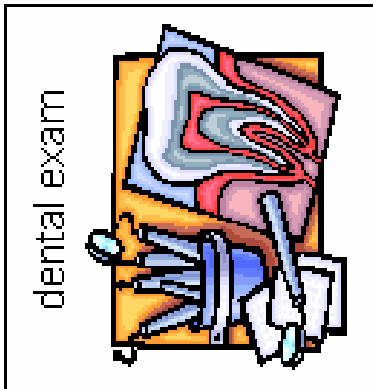
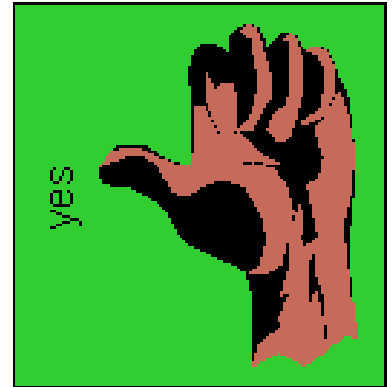
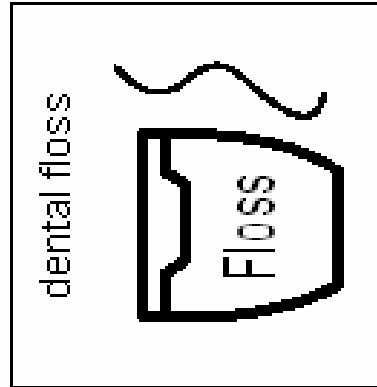
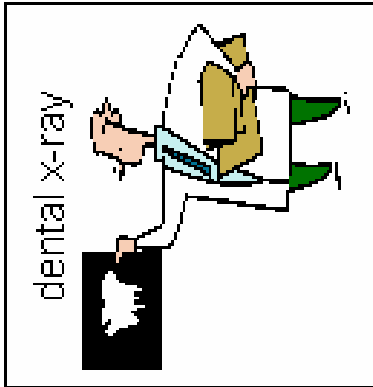
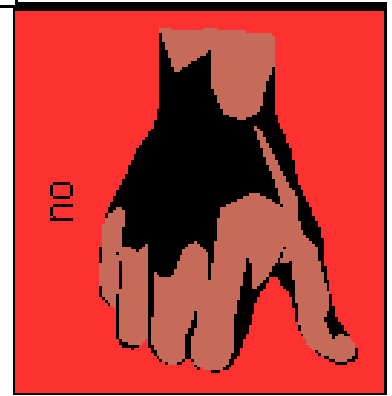
no pain



<p>dental cleaning</p> 	<p>anesthesia</p> 	<p>remove tooth</p> 
<p>dental exam</p> 	<p>dental cavity</p> 	<p>dental filling</p> 
<p>root &amp; gum</p> 	<p>dental cavity</p> 	<p>dental filling</p> 
<p>dentist</p> 	<p>dental x-ray</p> 	<p>dental drill</p> 

<p>denture adhesive</p> 	<p>acrylic partial denture</p> 	<p>denture cleaner</p> 
<p>lower denture</p> 	<p>lower partial denture</p> 	<p>denture case</p> 
<p>upper denture</p> 	<p>upper partial denture</p> 	<p>denture brush</p> 
<p>dentures</p> 	<p>partial dentures</p> 	<p>dirty dentures</p> 





## **ACCESSIBILITY AND CUSTOMER SERVICE STANDARDS: EXTERNAL SERVICE PROVIDERS**

### **OUR COMMITMENT**

The purpose of this policy is to highlight that Bridgepoint Health's External Service Providers will support and adhere to the Accessibility and Customer Service Standards developed by Bridgepoint Health, in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

### **PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

Bridgepoint Health is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

External service providers who are acting on behalf of Bridgepoint Health and who will be communicating with patients will receive training on how to interact and communicate with people with various types of disabilities.

#### **Telephone services**

We are committed to providing fully accessible telephone service to our patients. External service providers will be familiar with how to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, and assistive devices if telephone communication is not suitable to their communication needs or is not available.

**Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that external service providers acting on behalf of Bridgepoint Health are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services.

**Wheelchair Accessibility**

We are committed to providing wheelchair accessible space to our patients.

**Use of support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that our External Service Providers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access Bridgepoint Health services with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

**Notice of temporary disruption**

Bridgepoint Health will provide patients with notice by phone or email (if available) in the event of an unplanned disruption in Bridgepoint Hospital. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

**Training for staff**

An External Service Provider contracted to provide services to patients and/or staff at Bridgepoint Health, or who deals with other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies will be provided with training.

This training will be provided at the start of an External Service Providers work duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the patient lift and communication board
- What to do if a person with a disability is having difficulty in accessing the Ambulatory Clinics and Services

- Any policies, practices and procedures relating to the customer service standard and how it affects the way the services are provided to people with disabilities.
- Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Bridgepoint Health will retain records of the training programs offered, and the name and date of the External Service Providers that have completed the training program. The training program offered at Bridgepoint Health for External Service Providers will be customized on an ongoing basis in order to meet the needs of Bridgepoint Health and the legislative requirements.

External Service Providers initiated by the patient, and acting on behalf of the patient, are exempt from completing Bridgepoint Health's training program on the Accessibility and Customer Service Standards. However, it is expected that all External Service Providers will maintain a customer-service approach in their service provision and will contact Bridgepoint Health staff if accessibility and/or customer service needs arise.

### **Feedback process**

Comments regarding our services and how well customer service expectations are being met are welcome and appreciated. Feedback can be made directly to our Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca).

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

### **Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by referring to the Patient Relations Office at 416-461-8252 x 2026. Alternatively, feedback can be directed to a Purchasing and Contract Specialist at (416) 461-8252 Ext. 2969 or to the specific Program Coordinator, accessed via Switchboard Operator at (416) 461-8252 Ext. 0.

### **REFERENCES**

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and

Social Services, October 2008. Updated April 2009.  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Accessibility Standards for Customer Service: Summary of Requirement  
[www.AccessON.ca](http://www.AccessON.ca)

**APPROVAL DATE**

January 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

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## MANDATORY TRAINING

**AH 230**

### POLICY

Bridgepoint Health values, and is committed to providing a safe and healthy environment for patients/clients, visitors, employees, physicians and volunteers.

Bridgepoint Health has a responsibility to ensure that employees, physicians and volunteers are provided with and participate in training required to ensure consistency in the application of and adherence to the organization's standards of care, practice and safety, as set out in organizational policy and applicable legislation/regulations.

Completion of this training is a requirement and condition of continued employment, practice privileges or volunteer duty.

Training will be designated as mandatory by the President and CEO, based on the breadth of application, implications for the organization and legislative requirements.

Training schedules and attendance requirements for all approved mandatory training programs will be communicated to all employees, physicians and volunteers at least annually. Changes to scheduled training or, the addition or deletion of courses, will be communicated in a timely manner organization wide.

Training opportunities will be accessible during all regularly scheduled shifts.

Managers will ensure that adequate time is made available for all employees to attend training.

Managers may, if desirable or necessary, designate a training session for the employee to attend, during the employee's working hours. The employee will be required to attend the session selected.

Failure to complete mandatory training, as required, will result in employees not being scheduled for work until such time that the mandatory training requirements have been completed. Failure to participate, without just cause, may also result in disciplinary action.

**Facility-Wide Training**

Training identified as mandatory for all employees and volunteers includes, but is not limited to:

- Annual Fire Training
- Emergency Code Training
- WHMIS Training
- Accessibility Standards for Customer Service (Ontario Regulation 429/07):  
*Train staff, volunteers, contracted services and any other people who are involved in developing your policies, practices and procedures on the provisions of goods or services in a number of topics as outlined in the customer service standard.*

From time to time the organization will identify specific training that is required to respond to new internal or external standards and policies.

Organizational Development and Education will oversee planning and execute all aspects of facility-wide mandatory training.

Organizational Development and Education will maintain an up-to-date list of all facility-wide mandatory training and communicate annual training schedules, maintain employee attendance records and make available to managers reports of staff who have attended.

Annually, Organizational Development and Education will provide a list of all completed mandatory training to Human Resources to be placed in the employee file.

**Program or Discipline Specific Training**

Bridgepoint Health may require other mandatory training for employees or volunteers specific to a program or discipline.

The department responsible for the provision of this training will communicate annual schedules, maintain employee attendance records, and a completed employee checklist will be forwarded to Human Resources to be placed in the employee file.

**REFERENCES**

Previous policy: The Riverdale Hospital, Administrative Policies and Procedures, 11.900: Mandatory Training. Effective January 2002.

Human Resources Policy: AH 150 Discipline

**RESPONSIBLE PARTY**

Vice President, Leadership and Organizational Development

**APPROVAL DATE**

March 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

## **PATIENT WELLNESS – CUSTOMER SERVICE POLICY: PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

### **OUR MISSION**

The mission of the Patient Wellness Program is to support patients to live well while living with complex chronic disease. We promote self-management and empowerment to increase patients' ability to participate as co-producers of their own health and well-being through programs like Bridges to Wellness, Falls Prevention, Fitness Centre, Chair Yoga and Pilates.

### **OUR COMMITMENT**

In fulfilling our mission, the Patient Wellness Program strives at all times to provide inclusive programming that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access services and allowing them to benefit from the same services, in the same place and in a similar way as other patients.

### **PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

The Patient Wellness Program is committed to excellence in serving patients including those with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.

#### **Telephone services**

We are committed to providing fully accessible telephone service to our patients. We will train staff to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, and assistive devices if telephone communication is not suitable to their communication needs or is not available.

### **Assistive devices**

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

### **Wheelchair Accessibility**

We are committed to ensuring that we conduct programs and provide services in a space that is wheelchair accessible.

### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal in our Patient Wellness programs. We will also ensure that our staff will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access all Patient Wellness Programs with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Upon applying for any Patient Wellness program(s), please inform us either on the application, by email, by phone or in person that a support person or service animal will be accompanying you / the patient by contacting: the Patient Wellness Program Coordinator at 416-461-8252 x2252.

### **Notice of temporary disruption**

Where a program cancellation is pre-planned (holidays) this will be communicated in the following ways:

- Regularly scheduled program will be removed from the “What’s On..” patient activity calendar
- Patient info line (ext 1955) will be updated
- Posters will be placed outside the gym (2<sup>nd</sup> floor) and the Patient Wellness Office (Rm. 227)

- Patients will be notified during programs prior to cancellation
- Porter, Day Treatment, front desk, PT, OT, TR, VR notified of program cancellation

In the event of an unplanned program cancellation (outbreaks, staff illness):

- Porter and PT, OT notified to assist with informing patients immediately
- Day treatment patients are notified by telephone immediately
- Day treatment, TR and front desk notified
- Posters placed outside gym (2<sup>nd</sup> floor) and Patient Wellness Office (Rm. 227)
- VR and program volunteers contacted by phone

### **Training for staff**

The Patient Wellness Program will provide training to all staff, volunteers and students who engage with our community participants or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Program Coordinator
- Program Assistant
- Program students
- Volunteers

This training will be provided immediately after staff, volunteers, students commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the Patient Wellness programs
- The Patient Wellness Program policies, practices and procedures relating to the customer service standard and how it affects the running of our programs. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### **Feedback process**

Feedback regarding how the Patient Wellness Program provides services to people with disabilities can be made directly to the Patient Wellness Coordinator at 416-461-8252 x2252 Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca). We welcome your feedback and comments.

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

### **Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided through the Patient Wellness Program or by referring to the Patient Relations Office 416-461-8252 x 2026.

### **REFERENCES**

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service: Summary of Requirement

[www.AccessON.ca](http://www.AccessON.ca)

### **APPROVAL DATE**

JANUARY 2010

[Return to Bridgepoint Health Customer Service Policy Statement](#)

**AA 160****PETS/ ANIMALS IN FACILITY****OUR MISSION**

The Hospital recognizes the benefit of the animal-human bond for the well-being of patients. This policy is developed to ensure that the interaction takes place without the animal transmitting zoonotic infections or acting as transient carrier of nosocomial pathogens.

There are four types of interaction described in this policy:

1. service animals,
2. visitation of a family pet,
3. pet volunteers, and
4. resident animals.

**OUR COMMITMENT**

We are committed to giving people with disabilities the same opportunity to access services and allowing them to benefit from the same services, in the same place and in a similar way as other patients.

**GENERAL CONSIDERATIONS**

- Hands must be washed after contact with animals, their equipment or other items with which they have had contact.
- Animals brought into the facility should be well groomed and clean.
- Dogs should wear shirts to reduce the spread of hair.
- The person bringing in the animal is responsible for all clean up activities related to the animal.
- Areas where animals are not permitted:
  - Cafeteria (except for service animals),
  - Dialysis unit,
  - Nursing utility rooms, medication rooms, washrooms, shower rooms,
  - The therapy pool area including the change rooms,
  - Rooms of patients on Additional Precautions
  - During an outbreak, the discontinuation of pet therapy may be considered.
  - Appendix 1 includes systemic infections associated with pets that could be transmitted to patients.
  - An Incident Report of animal related injuries must be filled out and the event documented on the animal's record (and patient's chart as applicable).

## 1. Service Animals

A service animal is any animal trained to do work or perform tasks for the benefit of a person with a disability, e.g. seeing eye dog. It is not considered a 'pet' because it is specially trained to help a person overcome the limitations of the disability.

If a person requiring a service animal applies to the Hospital and meets admission criteria, the person is admitted unless doing so would create a fundamental alteration or a direct threat to the safety of others or to the facility.

### Procedure

- 1.1 When an application is received from a patient requiring a service animal, the Utilization Specialist will arrange for education to the staff about the role of the service animal and how to interact appropriately with the patient and the animal.
- 1.2 There are discussions about the responsibility of staff and owner for handling and cleaning issues.
- 1.3 The other patients would be informed and their concerns addressed.
- 1.4 Documentation of the animal's health and vaccination is presented on admission and retained on the patient's chart.
- 1.5 Veterinary examination is done annually and at any time that the animal's condition or behaviour changes.

## 2. Visitation of a Family Pet

It is recognized that the family pet may be a source of comfort for some patients. Scheduled visits are permitted after the review process has been completed.

### Procedure:

- 2.1 The patient or their visitors will inform the Patient Care Manager about the family pet and the desire to have visitations.

The Patient Wellness Program is committed to excellence in serving patients including those with disabilities and we will carry out our functions and responsibilities in the following areas:

- 2.2 Notify the patient care team of the request so that any concerns (for example, allergies of other patients and staff) may be discussed. Only house pets will be considered for visits.
- 2.3 The pet owner must provide proof of vaccination to the Case Manager who notifies Security.
- 2.4 Security will provide the owner with a photo ID for the animal.

- 2.5 Visits will be during regular visiting hours.
- 2.6 Whenever possible, the patient will meet the pet in the front entrance or the unit lounge areas to limit exposure of other patients to the animal.
- 2.7 Pets must be in a cage or on a leash while they are in the building.
- 2.8 Pet owners are liable for the action of their pets while on hospital property.
- 2.9 The animal's comfort needs must be attended to prior to the visit. The person accompanying the animal is responsible for all clean up activities related to the pet while it is on hospital property.

### **3. Pet Volunteers**

The Hospital currently has a Pet Visitation program organized by Recreation/Volunteer Services and a visitation group. Patients are assessed before being involved in the program.

Volunteers and their pets visit patients on a one-to-one basis on the unit. Guidelines have been developed by Recreation/Volunteer Services.

#### **Procedure:**

- 3.1 The volunteer provides copies of the animal's immunizations and keeps the shots up to date.
- 3.2 The volunteer obtains a temperament profile test form from the Volunteer Resources Department and has a veterinarian perform the test.
- 3.3 The volunteer, the Recreation therapist, and the patients and their nurses will determine who the animal will see.
- 3.4 The volunteer must check the pet before each visit for flea and tick infestation.
- 3.5 Animals who have had incidents of biting or scratching will not be permitted to return.

### **4. Resident Animals**

Since the Hospital recognizes the therapeutic benefit of animals, resident animals will be considered.

#### **Procedure:**

- 4.1 The person initiating the request should prepare a proposal stating:
- 4.2 The type of animal desired. (Wild animals will not be considered.)
- 4.3 Who has the overall responsibility of the pet.
- 4.4 Description of care requirements i.e. frequency of cleaning of equipment, grooming, exercise.

- 4.5 Where the animal will reside.
- 4.6 How the waste of the animal will be handled.
- 4.7 Who will be designated on each shift to respond to needs of the animal, e.g., feeding, exercise, etc.
- 4.8 Prior to admission, the animal must be seen by a veterinarian and a report obtained with a record of vaccinations and temperament test.
- 4.9 A report should be kept on the unit so where events and incidents can be documented.
- 5.0 An evaluation of the project should be done after three months.
- 5.1 The animal should be examined by a veterinarian twice a year or at any time there is a change of condition or behaviour.
- 5.2 The animal should be restricted from:
  - clean linen carts,
  - dining areas during meals,
  - shower rooms,
  - utility rooms,
  - rooms of patients on Additional Precautions.
- 5.3 If the animal has claws, they should be trimmed regularly.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.

### **Feedback process**

Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca). We welcome your feedback and comments.

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

**Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided through Infection Prevention and Control or by referring to the Patient Relations Office 416-461-8252 x 2026.

**REFERENCES**

Bridgepoint Health Administrative Policy Manual: AA 160 Pets/Animals in the Facility  
Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service: Summary of Requirement

[www.AccessON.ca](http://www.AccessON.ca)

**APPROVAL DATE**

JANUARY 2010

Appendix 1 - **Systemic Infections Commonly Associated with Pets \***

<i>Pet</i>	<i>Pathogen in gastroenteritis</i>	<i>Respiratory disease</i>	<i>Multisystem disease</i>
Dogs	Campylobacter Yersinia Dipylidiasis	Pharyngitis (group A streptococci) Dirofilariasis	Visceral larva migrans (toxocariasis) Leptospirosis Brucellosis
Cats	Campylobacter		Toxoplasmosis Cat-scratch disease
Birds	Salmonella	Psittacosis	
Reptiles (turtles, snakes)	Salmonella Edwardsiella Pleisomonas		
Rats, mice			Lymphocytic choriomeningitis Rat-bite fever Leptospirosis
Hamsters	Campylobacter		Lymphocytic choriomeningitis

\* Taken from Chretien JH, Garagusi VF. Infections associated with pets. Am Fam Physician 1990; 41:834

Please note that **rabies** is an animal associated disease that is reportable to the Public Health Department.

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## **SUPPORT PERSONS – ACCESSIBILITY AND CUSTOMER SERVICE STANDARDS**

### **OUR COMMITMENT**

Bridgepoint Health is committed to welcoming people with disabilities who are accompanied by a support person so that they can safely access services while at Bridgepoint Health. The patient and his/her support person will be permitted to enter Bridgepoint Health and the patient will not be prevented from having access to his/her support person while at Bridgepoint.

A support person may be a paid professional, a volunteer, a family member or friend of the person with a disability” (Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07, page 34; Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The support person accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to services.

### **PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

Bridgepoint Health is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with patients on how to interact and communicate with people with various types of disabilities.

#### **Telephone services**

We are committed to providing fully accessible telephone service to our patients. We will train staff to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with patients by email, relay services, communication board, and assistive devices if telephone communication is not suitable to their communication needs or is not available.

### **Assistive devices**

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

### **Billing**

When billing practices are indicated, we are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

A support person, when assisting a person with a disability to obtain or access Bridgepoint Health services (such as, aquatic programs, organizational-wide events, educational workshops, etc), will be permitted to attend at no charge, whenever an admission charge is applicable.

### **Wheelchair Accessibility**

We are committed to providing wheelchair accessible space to our patients.

### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that our staff will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access Bridgepoint Ambulatory Services and Clinics with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

The admission process will identify individuals that are best served by the level of care

and expertise of staff of Bridgepoint Health. For patients that are admitted to Bridgepoint Health, without a history of previous need for a support person, a team will identify if it is necessary for the patient to have a support person to protect health and safety of the person with a disability or the health and safety of others in Bridgepoint Health. The person with a disability will notify a staff member about the presence and/or need for a support person.

The person with a disability and the support person must comply with certain rules or requirements of Bridgepoint Health. For example:

- If a support person is required, this information should be documented in the initial referral form and the patient and/or referring source can notify the program coordinator by contacting Hospital Switchboard at (416) 461-8252 ext. 0.
- If an outpatient requires assistance with personal needs or care (i.e., toileting, dressing) while accessing services at Bridgepoint, then a support person may be required to accompany patient
- If there is confidential information to be disclosed, informed consent must be received from the person with the patient and the person with the disability and the support person may be required to sign a confidentiality agreement.
- In the event that a support person is required to assist a person with a disability in treatment activities (i.e., in-pool therapy), the support person may be required to provide specific documentation and receive medical clearance from a physician.

### **Notice of temporary disruption**

Bridgepoint Health will provide patients with notice by phone or email (if available) in the event of an unplanned disruption in Bridgepoint Hospital. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

**Feedback process**

Comments regarding our services and how well customer service expectations are being met are welcome and appreciated.

Feedback can be made directly to our Patient Relations Office at 416-461-8252 x 2026 or by email: [accessibility@bridgepointhealth.ca](mailto:accessibility@bridgepointhealth.ca)

**Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

**Questions about this policy**

This policy exists to achieve service excellence to patients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by referring to the Patient Relations Office at 416-461-8252 x 2026. Alternatively, feedback can be directed to the specific Program Coordinator, accessed via Switchboard Operator at (416) 461-8252 Ext. 0.

**REFERENCES**

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service: Summary of Requirement

[www.AccessON.ca](http://www.AccessON.ca)

**APPROVAL DATE**

JANUARY 2010

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