

MANAGEMENT MANUAL

POLICY

SUBJECT : **Customer Service** **Number** :
APPROVED BY : **EXECUTIVE LEADERSHIP TEAM** **Date** : **2010-**
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Customer Service: Providing Services to persons with disabilities

1. Our mission

The mission of Norfolk General Hospital is to assist those we serve to achieve the best possible health outcomes

2. Our commitment

In fulfilling our mission, Norfolk General Hospital 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.

3. Providing services to people with disabilities

Norfolk General Hospital is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 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.

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.

5. Notice of temporary disruption

Norfolk General Hospital 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.

6. Training for staff

Norfolk General Hospital 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:

Senior leadership, Directors, Managers, front line staff and volunteers

This training will be provided during orientation or immediately after staff/volunteers 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 assistive devices regularly utilized as part of the job requirements

What to do if a person with a disability is having difficulty in accessing Norfolk General Hospital's services

Norfolk General Hospital's policies, practices and procedures relating to the customer service standard.

3.2 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 customers by direct email and through the hospital internet if telephone communication is not suitable to their communication needs or is not available.

3.3 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: wheelchairs, walkers, lifts.

3.4 Billing

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

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

4. 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 Norfolk General Hospital's premises with his or her support person.

Applicable staff will be trained on policies, practices and procedures that affect the way 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.

7. Feedback process

The ultimate goal of Norfolk General Hospital 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 Norfolk General Hospital provides services to people with disabilities can be made by telephone, email, through direct contact and through the hospital website. All feedback will be directed to the Vice President of Patient Care or the President and CEO. Customers can expect to hear back in 15 days.

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

8. 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 Norfolk General Hospital that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. 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 Vice President of Patient Care.

References

“Ontarians with Disabilities Act (ODA) 2001” and the “Accessibility for Ontarian’s with Disabilities Act (AODA) 2005”