



Nursing Home

Policy #HR – A4

## ACCESSIBILITY AWARENESS

### POLICY

Friendly Manor Nursing Home always strives to provide its services in a way that respects dignity, independence, integration and equality of opportunity of all people.

Friendly Manor Nursing Home is 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.

### PURPOSE

To establish procedures to ensure Friendly Manor Nursing Home meets or exceeds all the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service, ONT. Reg. 429/07.

### PROCEDURE

#### **Providing Services to People with Disabilities**

Friendly Manor will provide services to people with disabilities, with consideration of the following areas:

#### **Communication**

Friendly Manor will communicate with people with disabilities in ways that consider their disability. Staff who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

Friendly Manor is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate to customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

Friendly Manor will offer to communicate with customers by other means, including relay service \* or e-mail, if telephone communication is not suitable to their communication needs or is not available.

\*The Bell Relay Service operator assists in placing or receiving calls to/from persons who use TTY (a teletype writer), VCO (Voice Carry Over) and HCO (Hearing Carry Over) calls.

#### **Assistive Devices**

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

Friendly Manor will also ensure that staff know how to use the assistive devices which



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are available on our premises, including electronic door openers.

### **Billing**

Friendly Manor is committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in large print or by email, upon request.

Any questions customers may have about the content of the invoice will be answered in person, by telephone or e-mail.

### **Use of Service Animals and Support Persons**

Friendly Manor is committed to welcoming people with disabilities who are accompanied by a service animal. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Friendly Manor is 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 Friendly Manor with his/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 in our home.

**Support Person** means, in relation to a person with a disability, another person who accompanies home or her to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, a family member, or a friend of the person with a disability.

### **Notice of Temporary Disruption**

Friendly Manor will provide customers with notice in the event of a planned or unexpected in disruption in the home 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 homes or services, if available. The notice will be placed at all public entrances, reception desks and any other means of communication available at the time.

### **Training**

Friendly Manor 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.

Members of management, as well as all staff of Friendly Manor will receive this training.

The accessible customer service training will be provided during orientation, in a timely manner when staff are commencing their duties.

Training will include:



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- 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 support person.
- How to use automatic door openers.
- What to do if a person with a disability is having a difficult time accessing Friendly Manor services
- Friendly Manor policies, practices and procedures relating to customer service standard.

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.

### **Return to Work Process:**

Friendly Manor shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return-to-work process shall outline the steps that the facility shall take to facilitate the return to work.