



## REGIONAL

Level:

1

Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.

## POLICY

Policy Name:

**Accessibility for Persons with Disabilities: Customer Service**

Policy Number:

10.60.030

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Approval Signature:

*Original Signed by R. Cloutier*

Section:

**GOVERNANCE & GENERAL ADMINISTRATION**

Date:

December 2017

Supercedes:

New

### 1.0 **PURPOSE:**

- 1.1 To support provision of accessible service to a person with a Disability
- 1.2 To comply with the [Accessibility for Manitobans Act](#) and its [Customer Service Standards](#) regulation, including the requirements for organizations to:
  - 1.2.1 Ensure that all persons who are reasonably expected to access a good or service have the same opportunity to access that good or service;
  - 1.2.2 Identify and make efforts to remove existing Barriers to Accessible Customer Service so that persons with Disabilities can reasonably access the goods or services provided by the organization; and
  - 1.2.3 If an existing Barrier cannot be removed, ensure that persons with Disabilities are provided other ways to access the goods or services.
- 1.3 To provide guidance and education to WRHA Staff, Patients, support persons and visitors on how best to ensure persons with Disabilities have access to WRHA services.
- 1.4 To support and complement existing WRHA policies on Accessibility, including [10.60.010, Access for Persons with Service Animals](#) and Support Persons for People Disabled by Barriers (to be linked when approved).

### 2.0 **DEFINITIONS:**

**2.1 Accessibility:** The ability to access and benefit from a system, service, product or environment.

**2.2 Accessible Customer Service:** All persons who are reasonably expected to seek to obtain, use or benefit from a good or service have the same opportunity to obtain, use or benefit from that good or service, and are not prevented from doing so because of the existence of a Barrier.

**2.3 Barrier:** Anything that interacts with a person's physical, mental, intellectual, or sensory Disability in a way that may hinder the person's full and effective participation in accessing health care services on an equal basis. Barriers may include physical, architectural, information or communication, attitudinal, technological or perpetuated by policy or practice.

**2.4 Disability:** A condition that limits a person's daily activities, including temporary or permanent physical, mental, intellectual or sensory impairments which, in interaction with various Barriers, may hinder their participation on an equal basis with others.

**2.5 Manager:** Refers to a hospital Patient care or allied health Manager, community Site Manager or respective designate.

**2.6 Patient:** Any individual who is the recipient of health care services within a Site. Patient may be used interchangeably with the term client and resident.

**2.7 Site:** includes funded healthcare facilities in all sectors, Community Areas, programs, departments, and services within the Winnipeg-Churchill health region.

**2.8 Staff:** All persons employed by the WRHA facilities, or WRHA funded facilities, as well as members of the medical Staff, volunteers, board members, students, and others associated through contracts.

### 3.0 **POLICY:**

3.1 Staff shall

3.1.1 seek to identify Barriers to Accessible Customer Service in their area;

3.1.2 seek to remove existing Barriers, so that all persons reasonably expected to obtain, use or benefit from the good or service can do so using the same means;

3.1.3 where an existing Barrier cannot reasonably be removed, provide persons with Disabilities an alternative way to access to the good or service, either temporarily or permanently;

3.1.4 not charge a fee relating to accommodating a person who is disabled by a Barrier; and

3.1.5 seek to prevent new Barriers from being created.

3.2 Staff shall not undertake alterations to the built environment to address identified Barriers without first consulting with their Manager.

3.3 Staff shall report to their Manager any features of the built environment intended to facilitate Barrier-free access (such as elevators and door openers) that are unavailable for use; and if unavailable for use, the Manager shall facilitate the display of a notice specifying:

a) that it is unavailable, and a time estimate of when it will become available again; and

b) alternate means, if any, that will facilitate access.

- 3.4 Staff shall complete training on Accessible Customer Service (such as that available via the WRHA [intranet](#) or equivalent).
- 3.5 Managers shall maintain a record of completed training for each Staff person.
- 3.6 Staff shall communicate with a person who self-identifies as having a Disability in a manner that takes into account the Disability, for example, by communicating in writing with a person who identifies as having a hearing Disability.
- 3.7 Staff shall, in accordance with WRHA policies [10.60.010](#) and [10.60.020](#), accommodate a person with a Disability in the event they require assistive devices, service animals or support persons to remove or reduce Barriers to access.
- 3.8 For any public event held or sponsored by the WRHA or a WRHA Site or program, the organizers/sponsors shall:
- 3.8.1 Give notice of the event in a manner that is accessible to persons with Disabilities;
  - 3.8.2 Hold the event in a meeting space that is accessible;
  - 3.8.3 Meet the physical and communication needs of persons with Disabilities upon request, including requests for materials to be provided in alternative formats (see Appendix for sample wording);
  - 3.8.4 Give notice that persons with Disabilities may request relevant supports;
  - 3.8.5 Take reasonable means to provide requested supports.

#### 4.0 **PROCEDURE:**

- 4.1 Sites may develop processes and procedures as appropriate to support this policy, such as:
- 4.1.1 Procedures for receiving and responding to feedback about Accessibility;
  - (a) 4.1.2 Documentation of responses to feedback; and
  - (b) 4.1.3 Documentation on existing Site Accessibility measures, policies, and practices.

#### 5.0 **REFERENCES:**

- 5.1 The Accessibility for Manitobans Act, (2013, C.C.S.M. c. A1.7). Retrieved from the Government of Manitoba website.  
<http://web2.gov.mb.ca.proxy2.lib.umanitoba.ca/laws/statutes/ccsm/a001-7e.php>
- 5.2 The Accessibility for Manitobans Act (C.C.S.M. c. A1.7) Customer Service Standard Regulation. Retrieved from <http://web2.gov.mb.ca/laws/regs/current/pdf-regs.php?reg=171/2015>.
- Barrier-Free Manitoba: <http://www.barrierfreemb.com/home>.

**Policy Contact:** Jennifer Dunsford, Regional Director, Ethics Services

Appendix: Notification of Availability of Accessibility Accommodation

**Do you need assistance because of a disability?**

We can provide information and services in different ways.

**Please ask us.**



**Avez-vous besoin d'aide à cause d'une incapacité?**

Nous pouvons vous fournir des renseignements  
et des services de différentes manières.

**N'hésitez pas à nous le demander.**