

# EHATARE RETIREMENT & NURSING HOME

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## Accessible Customer Service Plan for Ehatare Retirement and Nursing Home (“Ehatare”)

### Providing Goods and Services to People with Disabilities

Ehatare is committed to excellence in serving all customers including people with disabilities.

This policy is intended to meet the requirements of contained in Part IV.2 of the *Integrated Accessibility Standards Regulation (O. Reg. 191/11)* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Ehatare shall follow the principles of dignity, independence, integration and equal opportunity.

### Assistive Devices

Ehatare recognizes that some customers with disabilities use assistive devices in order to access or benefit from Ehatare’s services. We will use our best efforts to accommodate all assistive devices. However, if necessary, Ehatare will use alternate methods to provide service to customers with disabilities in a manner that takes their disability into consideration.

Ehatare will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### Communication

We will communicate with people with disabilities in ways that take into account their disability; enabling the persons with disabilities to communicate effectively for the purposes of using our goods and services. Communication includes the process of providing, sending, receiving and understanding information.

Ehatare promotes independence and enables access to all goods and services by using assistive devices or communication services to change the usual method of communication, if necessary. The following are various methods that are used to optimize communication for persons with a disability:

- Large print materials
- Graphic and written signage

### Service Animals

People with disabilities who are accompanied by a service animal have the right to access our Home and keep the service animal with them while accessing our services. We will also ensure that all employees,

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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.

The service animal is to remain with the owner at all times. If the resident is unable to manage the service animal, their designated support person for the animal is to be notified to come to the Home and assume responsibility for the animal during the transition period. The service animal may be brought to the Home to visit and to resume its duty as soon as possible.

## Responsibilities

### Owner:

1. The animal's control and stewardship, i.e., the animal's behaviour, care, supervision and wellbeing
2. Make available training school and up-to-date immunization records, if requested
3. Make the animal clearly identifiable/recognizable (e.g., identification card harness or jacket with markings of the training school).

### Ehatare Manager:

1. Inform staff about the role of the service animal and how to interact appropriately with the resident and the animal.
2. Notify other residents of the service animal's presence and address any concerns (e.g. allergies)
3. Discuss with the owner and staff the responsibilities for feeding, handling and cleaning issues.

### Staff (including physicians):

1. If uncomfortable providing care to a resident with a service animal, finding an alternative professional who will provide that care and document this in the resident's health record.
2. **Not** to separate or attempt to separate a resident from their service animal without the owner's consent
3. **Not** to touch a service animal or the person it assists, without permission
4. **Not** to pet, or make noise at, a service animal as this may distract the animal from the task at hand.
5. **Not** to feed a service animal as it may have specific dietary requirements or may become ill from unusual food or food at an unexpected time
6. **Not** to deliberately startle a service animal
7. While performing professional health related responsibilities, not to provide care for the service animal. This care includes, but is not limited to, feeding, toileting, exercising and interacting with the animal.

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## Eviction or Exclusion

Eviction or exclusion of a service animal may only occur for reasons that are **demonstrable**, not speculative. Assumptions or speculations about how the animal is likely to behave, based on experience with other animals, are not valid. If another person complains about the presence of a service animal (because of allergies, fear, or other reasons not related to the animal's demeanour or health), the person with objections to the animal should be consulted and provided with alternatives that do not compromise access to service being sought. Each situation is to be considered individually and in consultation with the owner. Discussion with the Administrator is recommended in difficult situations.

A service animal may be evicted, excluded or separated from its owner **only**:

- a) If the animal's **actual** behaviour or health poses a direct threat to the health or safety of others, and/or
- b) If contraindicated by the attending physician for **sound** medical and/or safety reasons.

These circumstances and rationale must be documented in the resident's health record. If a resident must be separated from the service animal while in the Home:

- a) The arrangements the resident has made for the supervision or care of the animal during this period of separation must be obtained from the resident, and
- b) Appropriate arrangements must be made to address the resident's needs in the absence of the service animal.

## Visitor Service Animals

Ehare welcomes visitors with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the service animal is legally excluded from some parts of the common areas of the premises, Ehare will provide alternative measures to enable the person to obtain, use or benefit from the service.

If it is not readily apparent that an animal is being used as a service animal for reasons relating to the customer's disability, Ehare may request verification from the customer. Verification may include:

- A letter from a physician, nurse or a Regulated Health Professional (e.g. chiropractor, audiologist, optometrist) confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog school or service animal training school.

If a health and safety concern presents itself, for example, in the form of severe allergy to the animal, Ehare will make all reasonable efforts to meet the needs of all individuals.

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## Safety

If any staff, visitor, or resident sustains an injury from a service animal, a safety report must be completed detailing the name of the injured, circumstances, and nature of the injury. All bites should be reported, during business hours from 8:30 a.m. to 4:30 p.m., Monday to Friday, to Public Health.

## **Support Persons**

People with disabilities who are accompanied by a support person have the right to have that support person accompany them while accessing services at the Home and may accompany them in all areas except where excluded by law for health and safety reasons. Where a support person is excluded by law, we will explore alternative ways for the person with disabilities to access its services. Notification will be given in advance of any fees or charges payable by a support person accompanying a person with a disability seeking services at our Home.

## **Responsibilities**

### Charge person

Inform staff about the role of the support person and appropriate interaction with the resident and the support person.

### Staff and Physicians

- a) Not to separate, or attempt to separate, a resident from their support person without the resident or resident designee's consent unless there are actual sound medical reasons for the separation
- b) If, for any reason, they do not agree to provide care to a resident with a support person, to find an alternative professional who will provide that care and to document this in the resident's health record

### Waiver of Rights

If the resident provides consent for the support person to be present as it relates to personal health information being shared, the health care provider is to document this consent in the resident's health record.

### Control & Stewardship

The individual with a support person is responsible for control, stewardship and wellbeing.

### Eviction or Exclusion

A support person may only be evicted, excluded or separated from the resident if:

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- a) Their **actual** behaviour poses a direct threat to the health or safety of others,
- b) The attending physician has **sound** medical reasons.

These circumstances and rationale must be documented in the resident's health record.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption in the services used by people with disabilities, we will post alternative format notices in conspicuous locations, including but not limited to, public entrances, nursing stations, and reception desks.

In accordance with the Accessibility Standards for Customer Service under the AODA, we will provide notice to the public when there is a temporary disruption to services. This procedure will strive to ensure that notification of planned or unexpected, temporary disruptions to services that are usually used by persons with disabilities will include information about the reason for the disruption, expected duration and a description of alternative facilities or services, if available. Temporary service disruptions affecting the provision services will be communicated as follows:

1. For physical facility service interruptions in access to washrooms, elevators, doors, entrances, corridors, stairwells, internal and external walkways and driveways, notices will be posted the location of the service disruption (such as on the door of the elevator or washroom).
2. For service, or program cancellations due to severe weather, disease outbreak and mechanical difficulties (such as power shutdowns), notices will be posted on the doors and communicated by a general outgoing message from the main office.
3. All notices will include information about the reason for the disruption, the expected duration, when known, and a description of alternative facilities or services, if available.
4. Notices communicating a temporary disruption to services will be in:
  - a. plain language in both English and Estonian
  - b. Arial style
  - c. at least 24-font in size
  - d. high contrast colours such as black and white and easy to read.
5. Notices will be posted in conspicuous locations, including but not limited to, public entrances, information and reception desks, on the website and at any other reasonable location under the specific circumstances.

## Training for Staff

Training on how to interact with persons with disabilities will be provided to all employees, volunteers, agents and/or contractors or other applicable third parties that act on behalf of Ehatare.

As reflected in *Ontario Regulation 191/11*, regardless of the format, training will cover the following:

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- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services
- Ehatare's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Ehatare will provide training as soon as practicable to all current employees. Training will also be provided to new employees, volunteers, agents and/or contractor during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Ehatare will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

## Feedback Process

Customers who wish to provide feedback on the way the Ehatare provides goods and services are asked to first bring their concern to the Manager or Employee in charge. If they are not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:

- Email our Office Coordinator at [LLambur-Neges@ehatare.ca](mailto:LLambur-Neges@ehatare.ca)
- Telephone: (416)-248-0282
- Website: [www.ehatare.com/contact-us](http://www.ehatare.com/contact-us)
- In person at Ehatare during business hours via an appointment

In order to ensure the feedback process is accessible, Ehatare will provide or arrange for accessible formats and communication supports, on request.

Complaints will be dealt with according to Ehatare's regular complaint management procedures.

## Modifications to This or Other Policies

Ehatare is committed to developing customer service policies that respect and promote the dignity and independence of customers with disabilities. Any policy of Ehatare that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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### Notification of Availability and Format of Documents

Ehatare shall notify customers that the documents related to the *Accessibility Standard for Customer Service* is available upon request and, where possible, in an accessible format or with communication support.