

## **Accessibility Policy - CCMSU Medical Imaging**

CCMSU Medical Imaging is committed to preventing, identifying, and removing barriers that impede the ability of people with disabilities to access care and services. This includes patients, staff, visitors, and physicians.

In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005*. Its goal is to make Ontario accessible by 2025. As part of this Act, accessibility standards have been created. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers for people with disabilities.

All people, regardless of disability, have equal right of access to all goods, services and facilities provided by CCMSU Medical Imaging.

The purpose of this policy is to outline practices and procedures in place at CCMSU Imaging to help identify and remove barriers that impede a person's ability to access care and services.

### **Definitions**

#### **Assistive Devices and Measures:**

Assistive devices and measures are supports made available by providers to improve access to care for patients with disabilities. For example, wheelchairs, volunteers, real-time captioning services (on-screen typing of what speakers are saying), sign language interpreters or deaf-blind interveners. Other examples include Telephone Teletypes (TTY) to communicate with clients who are deaf, hard of hearing, have speech impairments or are deaf-blind (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

#### **Disability:**

According to the Ontario Human Rights Code, a "Disability" is defined as:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any

degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

### **Personal Assistive Devices:**

Personal Assistive Devices are personal assistive devices used by persons with disabilities that enable them to carry out the activities of daily living. Example: Patient-owned equipment such as power-mobility devices (power wheelchairs or scooters) are regarded as Personal Assistive Devices.

### **Support Person/s:**

A "Support Person/s" are individuals that accompany a person with a disability to help with communication, mobility, personal care, or medical needs or with access to goods or services.

### **Standards of Accessibility under the AODA:**

- Customer Service: Service delivery to the public; also includes business practices, employee training
- Transportation: This standard needs to reflect a variety of environments, financial capabilities of users/providers and the differing modes of travel including conventional and specialized modes, and on-demand taxi services
- Information and Communication: Information and communications provided to the consumer or end-user through print, telephone, electronic devices, and in person; also includes publications and software applications

- The Built Environment: Access to, from and within buildings and outdoor spaces; also includes counter heights, aisle and door widths, parking, signage, pedestrian access routes and signal systems
- Employment: Hiring and retaining employees; also includes employment practices, policies, and processes such as job advertisements and interviewing.

### **Principles of Customer Service:**

- Dignity: Refers to policies, procedures and practices that treat a person with a disability as a client who is as valued and deserving of effective and full service as any other client. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality, or convenience. Service delivery needs to consider how people with disabilities can effectively access and use services and show respect for these methods.
- Independence: In some instances, independence means freedom from control or influence of others' freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a service because of this factor.
- Integration: Integrated services are those services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other clients. Integration means that policies, practices, and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services. Alternate measures are ways of serving people that are not completely integrated into the regular business activities of the organization, for example, email.
- Equal Opportunity: Equal opportunity means having the same chances, options, benefits, and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

## **Service Animals Policy at CCMSU**

CCMSU is committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times. CCMSU supports the right of the individual to be accompanied by a Guide dog or other Service animal, except where excluded by law.

**Clinical Note:** Staff will refrain from touching or petting the guide dog or other service animal.

### **Definitions:**

**Guide Dog:** is a dog trained as a guide for a blind person. Guide dogs and Service dogs are not pets but working animals.

**Service Animal:** are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

### **Standards:**

- ❖ Guide dogs and other Service animals may accompany people with disabilities in all areas of the hospital except where excluded by law or where there is a significant risk to a staff person or member of the public (identified risk of severe allergic reaction).
- ❖ Manager, staff and person with a disability will collaborate, discuss and develop an accessibility plan identifying necessary support arrangements.
- ❖ Guide dogs and other Service animals are not permitted where sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
  - In any room where radiation exposure occurs (X-ray) or where there is potential risk to the service animal
- ❖ Staff will collaborate and discuss with the person with a disability areas where the presence of a Guide dog or Service animal is not allowed prior to their arrival (where possible) and develop alternate arrangements.

- ❖ Infection Prevention and Control and the manager must be contacted whenever a patient with a Guide dog or Service animal is admitted to the hospital or, whenever there is a concern regarding the safety and/or security of persons in the are
- ❖ A patient admitted with a Guide dog or Service animal will be accommodated in a private room at no extra charge. The care of the Guide dog or Service animal is the responsibility of the owner.
- ❖ If in accordance with this policy, it becomes necessary to separate the Guide dog or Service animal from its owner, healthcare personnel will make all reasonable efforts to help facilitate the transfer of the animal to a designated person.
- ❖ The person who requires the Guide dog or Service animal may be asked to provide a letter from a physician or nurse, or documentation from the Ministry of the Attorney General’s office confirming that the person requires a Guide dog or Service animal.
- ❖ All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.

**Guidelines:**

- ❖ Tips on interacting with a customer who uses a service animal:
  - Avoid making assumptions about the animal. Not all Service animals wear special collars or harnesses. If you are not sure if the animal is a pet or Service animal, ask the person with a disability.
  - Patient is responsible for the care and supervision of their Service animal. Staff is not expected to provide care or food for the animal. However, staff can provide water for the Service animal if the patient requests this.
- ❖ Service animals and their roles:

<b>Service Animal</b>	<b>Key Tasks</b>	<b>Users</b>
Autism assistance or service dog.	Keeps a child from running into danger and provides assistance when sensory stimulus is heightened. Dog is attached to the child’s waist by a belt and a leash held by an adult.	People with autism or other developmental/ intellectual disabilities.
Guide dog, dog guide or seeing eye dog	Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles.	People with vision loss.
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal	Alerts owner to sounds often by a nudge or pawing and leads him/her to the source of the sound. May use a special signal to alert owner to fire alarm.	People who are Deaf, oral deaf, deafened or hard of hearing.
Psychiatric service dog	Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc.	People with mental health disabilities.

<b>Service Animal</b>	<b>Key Tasks</b>	<b>Users</b>
Service or mobility dog or animal, special skills dog or animal  (Small ponies or miniature horses are used but are not as common).	May pull wheelchairs, carry objects, pull items, turn handles or push buttons such as door openers. Larger dogs may provide balance support.	People with physical disabilities.
Seizure, seizure alert, seizure assist or seizure response dog or animal	Steers owner from danger during a seizure, activates medical alert Can alert owner to an oncoming seizure	People who have epilepsy or other seizure disorders.

Ministry of Community and Social Services. Training Resource - Customer Service Standard 429/07 Pg. 27

**References:**

Service Ontario (2005). [Accessibility for Ontarians with Disabilities Act](#) S.O. Chapter 11, amended Dec 2009.

Service Ontario (2005) [Accessibility for Ontarians with Disabilities Act](#) *Customer Service Standards 429/07*

[Blind Persons' Rights Act](#) (1990) R.S., c. 40, s. 1, s. 2

Accessibility for Ontarians with Disabilities Act (2005). *Taking a close look at the Standards: Impact and Implications*. Ontario Hospital Association Conference November 17, 2008. Toronto, ON

Service Ontario (2005). [Accessibility for Ontarians with Disabilities Act](#) *Training Resource for Small Businesses and Organizations*

[Americans with disabilities Act](#) (1990)

Canadian National Institute for the Blind Kitchener, ON. Accessibility Specialist

**Medical Units Restrictions at CCMSU**

In compliance with the requirements under the AODA Act, our facility has filed a certified accessibility report. Please note that it may not be possible to image some patients at our facility due to weight restrictions on equipment.

Please note that it may not be possible to image some patients at our facility due to weight restrictions on equipment.

The weight limitations are as follows:

- Bone Mineral Density – maximum table weight 350 lbs (159 kg)
- X-Ray Studies – maximum table and tube weight 350 lbs (227 kg)
- Ultrasound Studies – maximum table weight 350 lbs (227 kg)

Appointments need to be coordinated with the referring physicians for all patients that exceed the designated weight.