

**VISION NURSING HOME AND VISION REST HOME
SARNIA, ONTARIO**

MANUAL: ADMINISTRATION				POLICY NUMBER: 100-III-250A	
SUBJECT: Accessible Customer Service Plan				RELATED POLICY NO'S: 125-II-30, 100-I-10, 100-III- 250B	
DATE OF ORIGINAL: August 2011				RELATED FORM NO'S:	
REVISION DATES:		03/17	01/20	07/21	AUTHORITY:

Policy: Vision 74 Inc. is committed to excellence in serving all customers including people with disabilities

Practice:

- a) **Assistive devices:** We ensure that our staff are trained and familiar with various assistive devices that may be used by residents, volunteers or visitors with disabilities while accessing our services.
- b) **Communication:** methods or adaptive aides are made available on request, to communicate with people addressing their individual disability or communication deficit.
- c) **Service animals:** We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and in other areas i.e. resident rooms with permission from the resident/SDM. If you cannot easily identify that an animal is a service animal, you can ask the person to provide documentation from a regulated health professional including a: Doctor, Nurse, Audiologist/Speech Language Pathologist, Chiropractor, Occupational Therapist, Optometrist, Physiotherapist, Psychologist, Psychotherapist/Registered Mental Health Therapist.
- d) **Support persons:** A person with a disability who is accompanied by a support person is allowed to have that person accompany them on our premises. There are no fees associated with visiting our home.
- e) **Notice of temporary disruption:** In the event of a planned or unexpected disruption to access to the home or facilities in the home for residents, visitors or volunteers with disabilities (courtyard access, public washrooms, hairdresser services) **Vision 74 Inc.** will notify those affected promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all entrances and on public bulletin areas. Notice will also be provided in the home's newsletters and on the website if applicable.

Training for staff

Vision 74 Inc. provides training to employees, volunteers and others who interact with the residents, the public or other third parties on their behalf. Training is provided to staff and volunteers during their orientation to the home.

Training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Vision 74 Inc's accessible customer service plan.
- 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

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APPROVED: Administrator

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- How to use the wheelchairs, geriatric chairs, rollator walkers, mechanical lifts, transfer machine, bus wheelchair lift (recreation only), shower chairs, accessible tubs, automatic door operation, elevators as applicable to their role in the home.
- What to do if a person with a disability is having difficulty in accessing Vision 74 Inc.'s services

Refresher training is provided when ever changes are made to the home's accessible customer service plan or as deemed necessary by department supervisors.

Feedback process

Customers who wish to provide feedback on the way Vision 74 Inc. provides services to people with disabilities can complete a "what's on your mind form", e-mail or by contacting a department supervisor. All feedback is directed to the Administrator or delegate. Customers can expect to hear back in 14 days when applicable. Complaints are addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Vision 74 Inc. that does not respect and promote the dignity and independence of people with disabilities shall be modified or removed upon discovery of such event.

***references: Ontario Regulation 413/12 and Accessibility for Ontarians with Disabilities Act, 2005 (revised April 19/2016)*

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