

 POLICY	ORGANIZATIONAL Applicable to all Mount Carmel Clinic governed sites and facilities		
	Policy Name: Accessibility for Persons with Disabilities	Policy Number: GA-11	Page 1 of 3
	Approval By: Original Signed by Sr. Mgmt	Section: Governance	
	Date: October 16, 2018	Supersedes: New!	


1.0 PURPOSE:

- 1.1 To support provision of accessible service to a person(s) 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 Mount Carmel Clinic; 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 by alternate means whether on a temporary or permanent basis
- 1.3 To provide guidance and education to Mount Carmel Clinic staff, patients, support persons, and visitors on how best ensure persons with Disabilities have access to Mount Carmel Clinic services.
- 1.4 To support and complement existing Mount Carmel Clinic policies

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.

Please be advised it is the employee’s responsibility to ensure that the policy they are using and acting upon is the most up to date recent policy by verifying with your manager or direct report. At any given time the most current version of any Mount Carmel Clinic policy will be deemed to apply. Noncompliance with this policy may consequently put yourself, your co-workers, and the participants Mount Carmel Clinic serves at risk. Failure to comply with this policy may result in disciplinary action.


 Mount Carmel CLINIC Policy	Policy Name: Accessibility for Persons with Disabilities	Policy Number:
---	--	----------------

- 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 Mount Carmel Clinic or associated 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 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 too 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; [Accessibility for Manitobans – Customer Service](#) via Manitoba eHealth Learning Management System.

Please be advised it is the employee’s responsibility to ensure that the policy they are using and acting upon is the most up to date recent policy by verifying with your manager or direct report. At any given time the most current version of any Mount Carmel Clinic policy will be deemed to apply. Noncompliance with this policy may consequently put yourself, your co-workers, and the participants Mount Carmel Clinic serves at risk. Failure to comply with this policy may result in disciplinary action.

 Mount Carmel CLINIC Policy	Policy Name: Accessibility for Persons with Disabilities	Policy Number:
---	--	----------------

- 3.5 Staff shall communicate with a person who self-identifies as having a Disability in a manner that takes in account the Disability, for example, by communicating in writing with a person who identifies as having a hearing Disability.
- 3.6 Staff shall 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.
- 3.7 For any public event or sponsored by Mount Carmel Clinic or a Mount Carmel Clinic Site or program, the organizers/sponsors shall:
- 3.7.1 Give notice of the event in a manner that is accessible to persons with Disabilities;
- 3.7.2 Hold the event in a meeting space that is accessible;
- 3.7.3 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);
- 3.7.4 Give notice that persons with Disabilities may request relevant supports;
- 3.7.5 Take reasonable means to provide requested supports.

4.0 PROCEDURE

- 4.1 Program Managers 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) Documentation of responses to feedback; and
- b) Documentation of 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>
- 5.3 WRHA Policy; Accessibility for Persons with Disabilities: Customer Service 10.60.030
- 5.4 <http://www.barrierfreemb.com/home>
- 5.5 http://www.gov.mb.ca/asset_library/en/accessibility/accessible_customer_service_policy.pdf

POLICY CONTACT:

Director of Early Learning and Parenting Programs

Please be advised it is the employee's responsibility to ensure that the policy they are using and acting upon is the most up to date recent policy by verifying with your manager or direct report. At any given time the most current version of any Mount Carmel Clinic policy will be deemed to apply. Noncompliance with this policy may consequently put yourself, your co-workers, and the participants Mount Carmel Clinic serves at risk. Failure to comply with this policy may result in disciplinary action.