

CATEGORY: System-Level Non-Clinical


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TITLE: **ACCESSIBILITY CUSTOMER SERVICE STANDARDS**

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PURPOSE

To ensure that Health Sciences North (HSN) fulfills its commitment to providing equitable treatment to people with disabilities with respect to the use of HSN services, programs, goods and facilities.

POLICY STATEMENT

HSN will establish policies, practices, procedures or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises or such other things as may be prescribed by the *Accessibility for Ontarians with Disabilities Act* (AODA) 2005 and O. Reg. 191/11 Integrated Accessibility Standards Regulation (IASR).

PROCEDURE**Method**Service Animals

1. Persons with disabilities are permitted to be accompanied by their guide dog or service animal in those areas of HSN open to the public or third parties, unless such animal is excluded by another law. If excluded by law, other measures will be used to provide services to the person with a disability.
2. Service animals must be free of hookworms, fleas, diarrhea and skin lesions, vaccinated against rabies, clean, house trained, obedient and good tempered.
3. Service animals must wear special harnesses/leashes or be appropriately contained at all times while in the hospital setting.
4. Service animals must have proper identification (badge, letter, etc.). If the identity of the service animal is not "readily identifiable", the person can be asked to provide documentation (such as a letter, note or form) from a designated regulated health professional that states that they require the animal because of their disability.
5. The care and supervision of the service animal is the responsibility of the individual who uses the service animal. The individual must maintain control of the service animal at all times and is responsible for the cleanup of all animal waste. A family member, friend or volunteer may be necessary to assist with the service animal.
6. Service animals may be removed if they display any aggressive or disruptive behaviour.
 - A. If an employee feels threatened by the service animal's behaviour or the type of animal, the employee should contact their immediate supervisor or manager/director on-call for guidance and direction. Occupational Health & Safety Service will be notified of situations which affect the safety and well-being of hospital employees.
 - B. All patient complaints pertaining to a service animal will be forwarded to the manager and/or director as a first step to resolution. If resolution is not achieved at the unit/department level, the complaint will be forwarded to the patient representative for continued follow-up as per the *Complaint and*

