 Caring, Innovation Respect, Accountability	POLICY		Ver. 3.0
	Subject: Customer Service - Accessibility		Supersedes – 2019-05-07
Ratified by:	Senior Leadership Team	Effective: Ratified on:	2020-10-28 2020-10-20
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint Staff , patients, clients, and visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

Under the [Accessibility for Ontarians with Disabilities Act](#) (AODA), 2005 all Public Hospitals must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for Waypoint Centre for Mental Health Care, in accordance with the [Ontario Regulation 429/07](#).

Policy

Waypoint will strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

Definitions

- Disability:
- (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](#) (“handicap”)

Staff: For the purpose of this policy includes all Waypoint employees, medical staff, consultants, contractors, students and volunteers in any building of the facility, including off-site locations (i.e. Outpatient Services and HERO Centre).

Roles & Responsibilities

Required documentation for consultants and contractors is administered through Materials Management. Additional responsibilities are described in the associated procedure listed below.

Procedures & Guidelines

Waypoint will communicate with people with disabilities in ways that take into account their disability and will fulfill functions and responsibilities in accordance with the following procedures and guidelines:

Assistive Devices and Services

Waypoint offers alternative methods of communication to customers and provides a selection of assistive services and devices to aid users while accessing programs or services.

Service & Therapy Animals and Support Persons

Waypoint permits the use of service animals and support persons.

Notice of Temporary Service Disruption

Waypoint will post notice and/or communicate the disruption.

Training for Accessibility Standards

Waypoint provides training to all employees and others who deal with the public on their behalf. Training will be provided to all those individuals who are involved in the development and approvals of pertinent policies, practices and procedures.

Feedback process

Waypoint welcomes feedback which may be provided in the following ways:

- Completing a paper form (see [Feedback Form](#)) obtained from Switchboard in the Atrium building – such forms may be submitted in the same location
- Filling out a form (see [Feedback Form](#)) online on the hospital's external website or internal intranet and submitting to info@waypointcentre.ca or faxing to 705-549-3446
- Providing verbal feedback by calling ext. 2073
- Emailing comments to info@waypointcentre.ca

On request, Waypoint will make sure its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports that take into account individual accessibility needs due to disability. Consultation with the individual requestor will take place to determine the suitability of the proposed accessible format or communication support. Costs charged will not exceed that charged to other persons for similar requests.

All feedback will be documented and assessed as part of the hospital's continuous improvement process. This process is championed by the Facilities Committee with consultation/support from Hospital Services, Human Resources and Clinical teams as appropriate. When a response is requested, the hospital will respond within five working days.

Cross References (Refer to Appendix)

[Assistive Devices and Services](#)

[Accessibility Feedback Form \(online\)](#)

[Notice of Temporary Service Disruption](#)

[Notice of Service Disruption Form \(online\)](#)

[Service & Therapy Animals](#)

[Support Persons](#)

[Training for Accessibility Standards](#)

References

[Accessibility for Ontarians with Disabilities Act](#) (AODA), 2005 & [Ontario Regulation 429/07 Workplace Safety and Insurance Act](#)

End of POLICY

Keywords: AODA 09-005

Initiated: December 22, 2015

Revised: March 15, 2016

May 7, 2019

Oct 20, 2020



Accessibility Feedback Form

Waypoint Centre for Mental Health Care is committed to improving accessibility and to reducing the stigma associated with all disabilities.

In support of this the Waypoint Accessibility Committee seeks ongoing input to assist in the identification, removal and prevention of barriers faced by people with disabilities.

Waypoint is seeking feedback from patients, staff, volunteers and visitors about the accessibility of Waypoint programs, services and facilities.

Please take a few moments to answer the following questions:

1. I am a: ☐ Patient ☐ Staff ☐ Volunteer ☐ Visitor

☐ Other

2. Have you, or someone you know, experienced difficulties relating to accessibility while at any of our sites or using any of our services or programs?

☐ Yes ☐ No ☐ Not sure

3. If yes, please select all the barriers that apply:

☐ Physical ☐ Architectural ☐ Communication/Information ☐ Technological

☐ Attitudinal ☐ Policy/Practice ☐ Other

4. If you checked on or more above, please describe the situation faced at the time of the visit.

5. How can we improve accessibility?

Optional Information

May we contact you about your feedback? ☐ Yes ☐ No

If yes, please provide your contact information

Name Phone # (daytime)

City of Residence

Email

How Waypoint uses the information gathered in this feedback form:


All feedback will be documented and assessed as part of the hospital’s continuous improvement process. This process is championed by the Facilities Committee with consultation/support from Hospital Services, Human Resources and Clinical teams as appropriate. When a response is requested, the hospital will respond within five working days.

Thank you for your comments. Your time and participation in the process is greatly appreciated.

Please fax your completed feedback form to 705-549-3446 or email it or mail to:

Email

Communication and Fund Development Office
Waypoint Centre for Mental Health Care
500 Church Street
Penetanguishene, Ontario

 Caring, Innovation Respect, Accountability	GUIDELINES		Ver. 3.0
	Subject: Assistive Devices and Services		Supersedes 2022-06-27
Ratified by:	Vice President, Corporate Services & CFO	Effective: Ratified on:	2024-05-09 2024-04-25
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint Staff and visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To establish a Waypoint Centre for Mental Health Care hospital-wide approach for the use of assistive devices by persons with disabilities; clarify the provisions of assistive devices; and remain compliant as required by [Ontario Regulation 429/07](#), under the [Accessibility for Ontarians with Disabilities Act](#) (AODA), 2005.

Policy – See [Customer Service - Accessibility](#)

Definitions

<u>Assistive Device:</u>	Any device that is designed and/or adapted to assist a person to perform a particular task. These include, but are not limited to, wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches, and personal sound amplification devices. An assistive device may be their own personal devices, or one supplied by Waypoint.
<u>Integrated Services:</u>	Services which allow people with disabilities to fully benefit from the same services in the same place and in the same or similar manner as other customers.
<u>Staff:</u>	For the purpose of this policy includes all Waypoint employees, medical staff, consultants, students and volunteers in any building of the facility, including off-site locations.

Roles & Responsibilities

Waypoint will:

- strive to ensure that persons with a disability that use assistive devices enjoy equal access to programming and services.

- make reasonable efforts to ensure that personal assistive devices can be used to access the facility and our integrated services.
- provide a selection of assistive services and devices to aid users in accessing programs and services.

Waypoint recognizes that there may be occasions when customer service must be provided using alternative measures which are not integrated. Alternative measures will only be employed when they cannot be integrated and are the only means of providing customer service to a person with a disability.

Guidelines

A. Assistive Communication Services

Communication will be provided in a manner that takes into account an individual's disability. Consideration is given to the way in which individuals express, receive and process information without making assumptions about a particular disability. Individuals with the same disability may process information in different ways. Waypoint will continue to review the nature, manner and methods with which it communicates to people with disabilities in an attempt to improve the accessibility of information.

Waypoint provides the following services for communication purposes:

1. TTY Service

A TTY (Teletypewriter) is a telecommunication device for text communication via a telephone, used when one or more of the parties have hearing or speech difficulties. Waypoint has the following TTY service number:

1-800-268-9242

TTY machines and User Guides are available at the following locations:

1. Atrium Building: Forensic Security Office
2. Administration Building: Manager, Information Technology Operations

Staff with a voicemail box on the system may obtain voicemail, email and faxes in text to speech mode. To access the UCC dial x 5141 for internal use, or 549-5141 for external use.

2. Speech Attendant

An external caller who dials into Waypoint may access the Speech Attendant by pressing 2 at the main menu. They will be prompted to speak the name of the person they are calling.

Internal callers may dial x 5166 to access the same services.

3. Bell Relay Service

The Bell Relay Service (BRS) allows persons with hearing or speech disabilities to communicate by phone with specially trained operators acting as an intermediary. Relay operators are available 24 hours a day, 7 days a week.

To access a Bell Relay Service Operator call 1-800-855-0511.

4. Translation

In cases where a translator (both language and sign) is not internally available, Waypoint will make a reasonable effort to arrange for translation services from an external provider. Please direct all translation inquiries to the Office of the Executive Vice President of Clinical Services.

B. Waypoint Assistive Devices

Waypoint will make reasonable efforts to supply assistive devices to users in accessing programs and services. A list of available assistive communication devices can be found on the external website, and listed here - [Assistive Devices List](#).

Cross References

[Customer Service - Accessibility](#)
[Assistive Devices List](#)

References

[Accessibility for Ontarians with Disabilities Act](#) 2005 & [Ontario Regulation 429/07](#)

End of GUIDELINES

Keywords: TTY; interpreter; BRS; AODA 09-001; assistive, device, accessibility, service

Initiated: December 1, 2009

Revised: April 15, 2013

March 1, 2016

April 3, 2019

June 27, 2022

April 25, 2024

Assistive Devices available at Waypoint

<p><i>JAWS for Windows</i></p> <p>An acronym for 'Job Access With Speech', JAWS is a screen reader that allows the user access to the information displayed on the screen via text-to-speech or by means of a Braille display, and also allows for comprehensive keyboard interaction with the computer.</p>
<p><i>Kurzweil</i></p> <p>The software speaks text aloud in a variety of natural-sounding voices that can be modified to suit individual preferences. In addition, it provides users with document creation and editing capabilities.</p>
<p><i>Braille Printer</i></p> <p>Capable of printing documents in Braille.</p>
<p><i>Special headsets</i></p> <p>Ordered on an individual basis – based on special needs.</p>
<p><i>TTY (Teletypewriter) phones</i> (2 available)</p> <p>A TTY (Teletypewriter) is a telecommunication device for text communication via a telephone, used when one or more of the parties have hearing or speech difficulties. The Hospital has the following TTY service number:</p> <p>1-800-268-9242</p> <p>TTY machines and User Guides are available at the following locations:</p> <ol style="list-style-type: none"> 1. Atrium Building – Forensic Security Office x 26002. Administration Building Room Information Systems x 2475
<p><i>Wheelchair</i></p>
<p><i>Walker</i></p>

If you require any of the listed assistive devices, please contact the Communication & Fund Development Department at ext. 2214 or 2215.

Notice of Service Disruption

Purpose

Service
Disrupted

Location

Duration

The following alternative services are available:

1.

For additional information please contact:

Name


Department

Title

Phone #

TTY

On the behalf of the Waypoint Centre for Mental Health Care we would like to thank you
for your patience in this matter.

 Caring, Innovation Respect, Accountability	GUIDELINES		Ver. 3.0
	Subject: Notice Temporary Service Disruption		Supersedes – 2019-04-03
Ratified by:	Vice President, Corporate Services & CFO	Effective: Ratified on:	2022-07-04 2022-06-27
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint Staff and visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To communicate any service disruption that may affect access to goods and services by persons with disability at the Waypoint Centre for Mental Health Care.

Policy – See [Customer Service - Accessibility](#)

Definition

Staff: For the purpose of this policy includes all Waypoint employees, medical staff, consultants, students and volunteers in any building of the facility, including off-site locations.

Roles & Responsibilities

In the event of a temporary service disruption limiting a person with a disability from gaining access to Waypoint facilities, goods or services, Waypoint will post notice and/or communicate the disruption.

Emergency & Security Services, Materials Management, Facility Operations, and/or the Shift Nurse Managers are responsible for notifying the Communication and Fund Development office of the disruption (see [Notice of Service Disruption Form \(online\)](#)). Communication Services will coordinate the notification of service disruption. Physical posting of notices will be conducted by Plant Services.

In an emergency situation the Forensic Office staff will communicate the disruption.

Guidelines

Areas of notification could include, but are not limited to:

- Communication and Fund Development Office (Open 8:00 – 16:00 Monday to Friday, afterhours refer to Switchboard)
- Waypoint Screensaver
- Newspaper – Media
- Municipal Office
- Internal & External Websites
- Email to all Waypoint Outlook Users
- Posting notice on main entrance doors and/or other points of entry
- Switchboard/Forensic Security Office for Public Address announcement upon instruction
- Memo of temporary service disruption
- Person to Person

Notices of disruption may include:

- the purpose of the event/service;
- the normal service location being impacted;
- alternate service locations and or methods;
- hours of service availability;
- contact information; and,
- any other information deemed appropriate to deliver goods and services.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means possible, such as:

- The goods and services being provided directly to the person with a disability at an alternate place and time, as deemed appropriate.
- Utilizing alternate methods of technology (e.g. videoconferencing, teleconferencing).
- Using any other assistive measures (e.g. taking alternative routes, wayfinding, methods of delivery, locations).

Cross References

[Customer Service - Accessibility](#)

[Notice of Service Disruption Form \(online\)](#)

References

[Accessibility for Ontarians with Disabilities Act](#) 2005 & [Ontario Regulation 429/07](#)

End of GUIDELINES


Keywords: AODA 09-002

Initiated: December 1, 2009

Revised: February 20, 2013

March 1, 2016

April 3, 2019

 Caring, Innovation Respect, Accountability	POLICY		Ver. 2.0
	Subject: Service & Therapy Animals		Supersedes – 2019-05-21 Category: Accessibility
Ratified by:	Senior Leadership Team	Effective: Ratified on:	2022-07-21 2022-07-19
Review Facilitator:	Facility Planning Committee	Originated on:	2013-01-25
Audience:	All Waypoint Staff	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To outline the approved use of personal and professional service animals, and to support hospital approved pet therapy programs, at Waypoint Centre for Mental Health Care, while ensuring public safety, the integrity of the hospital grounds and adherence to infection control guidelines.

Policy

Individuals requiring service animals are permitted to be accompanied by the animal when on Waypoint premises or in the facilities. Service animals are not permitted where an animal is excluded by law¹ from being on the premises or if the presence of the service animal adversely affects the health and safety of other users.

All persons are prohibited from bringing animals into Waypoint facilities except for personal/professional service animals or approved pet therapy programs.

Definitions

Animals and pets: Any animal other than human beings.

Direct physical control: Control by means of a leash or other restraining device held by the owner or caretaker and leading to the animal.

¹ e.g. Regulations under the [Health Protection and Promotion Act 1990](#) and the [Food Safety and Quality Act, 2001](#)

<u>Indirect physical control:</u>	Control of the animal by voice, cages, bridles, or tying the animal to an inanimate object such as a tree, post building, handrails, etc.
<u>Facilities or workspace:</u>	Any building, site or vehicle comprising the operations of Waypoint, including, but not limited to; conference rooms, meeting rooms, restrooms, reception areas, foyers, bathrooms, and individual work spaces.
<u>Owner or handler:</u>	The person the pet or other animal is accompanying.
<u>Therapy animal:</u>	Animals under the care and control of a recognized therapy animal program.
<u>Personal Service animal:</u>	A designated guide or working animal assisting an individual with documented disabilities, such as guide dogs.
<u>Professional Service Animals</u>	A designated working animal in the care and control of a professional or contracted vendor (e.g. Police Dogs; bed bug dogs).
<u>Staff:</u>	For the purpose of this policy includes all Waypoint employees, medical staff, consultants, contractors, students and volunteers in any building of the facility, including off-site locations.

Roles & Responsibilities

Control of the animal, both service and therapy, is the sole financial and legal responsibility of the owner and/or handler for any injury, damage or other harm caused by or to the animal. Waypoint will seek restitution for any animal-related damage (repair or replacement cost) to hospital property, facilities or grounds.

If the hospital becomes aware of an unrestrained or unattended animal, a reasonable attempt will be made to locate the animal's owner. If the owner is located further action may be invoked.

If attempts to find the animal's owner are unsuccessful Huronia Animal Control (705-549-2289) will be contacted to remove the animal from the property.

Guidelines

Service Animals

To be considered a service animal it must either be readily apparent that the animal is being used because of a person's disability, or the person with a disability must be prepared to show a letter from a prescriber confirming that it is required for reasons relating to his or her disability.

Indicators that it may be a service animal include; wearing a harness, saddle bags, a sign that identifies it as a service animal, or has a certificate or identification card from a service animal training school or an identification card from the Attorney General of Ontario. Professional service animals may also be under the control of law enforcement, or contracted for use (e.g. pest control).

Service animals may be monitored by a Program Manager, Shift Nurse Manager or Senior Manager depending on the location of the point of entry.

Pet Therapy Animals

Before visiting

- Handlers should always check with staff of programs before visiting to ensure that program and patient suitability rule out any possible restrictions that day (e.g. isolation during outbreaks).
- All animals participating in approved pet therapy programs will be screened by the Program Director of the identified program, or the Coordinator, Volunteer Resources if the handler is a registered volunteer, to ensure formal certification with a certified Pet Therapy organization (e.g. St. John's, Paws for Pets).
- Animals and handler should not visit if ill.

During visit

- Animals must be attended to at all times.
 - Pet therapy pets may be under [Indirect physical control](#) while all other animals must be under [Direct physical control](#) of their handlers at all times.
- Handlers must dispose of animal's waste and minimize contact of patients with animal's saliva, dander, urine and feces.
- Handlers must remove pets immediately if they create a disturbance, pose a health or safety risk to others or interrupt the work of others.
- Good hand hygiene should be practiced before and after contact with animals, including anyone who has touched the animal (i.e. patients).

After visit

- Rooms where animals have been visiting should be cleaned afterwards as appropriate.

Cross Reference

[Customer Service - Accessibility](#)

References

[Health Protection and Promotion Act, 1990](#)

[Food Safety and Quality Act, 2001](#)

End of POLICY


Keywords: dog; cat; AL 3-201-01-OHS; AODA 09-006

Supersedes – Pets – In Hospital AL 3-201-01-OHS; Service Animals – In Hospital Policy # AODA 09-006

Initiated: December 22, 2015

Revised: March 15, 2016

May 21, 2019

 Caring, Innovation Respect, Accountability	PROCEDURE		Ver. 3.0
	Subject: Support Persons		Supersedes – 2019-04-03
			Category: Accessibility
Ratified by:	Vice President, Corporate Services & CFO	Effective: Ratified on:	2022-06-28 2022-06-27
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint employees, medical staff and visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To clarify the use of an accompanying Support Person(s) at Waypoint Centre for Mental Health Care.

Policy – See [Customer Service - Accessibility](#)

Definition

Support Person: In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Roles & Responsibilities

Waypoint will permit a Support Person to assist a person with a disability, as specified in [Ontario Regulation 429/07](#) under the [Accessibility for Ontarians with Disabilities Act](#) (AODA) 2005, and adhering to Waypoint's confidentiality guidelines.

If an employee or patient has an accompanying Support Person the individual and their needs will be managed on a case-by-case basis.

Procedure

If a person with a disability is accompanied by a Support Person, Waypoint will permit both persons to enter the premises together, and ensure the person with a disability is not prevented from having access to the Support Person while on the premises.

It may be necessary for the Support Person to provide consent to the regulations specific to the services provided, and sign a [Declaration of Confidentiality - Support \(online\)](#) when

Waypoint employees and/or medical staff are discussing information concerning the person they are assisting.

Note: Waypoint will not charge any applicable admission fees for the Support Person.

Cross References

[Customer Service - Accessibility](#)

[Declaration of Confidentiality - Support \(online\)](#)

References

[Accessibility for Ontarians with Disabilities Act](#) 2005 & [Ontario Regulation 429/07](#)

End of PROCEDURE


Keywords: AODA 09-003; interpreter

Initiated: December 1, 2009

Revised: April 15, 2013

March 1, 2016

April 3, 2019

 Caring, Innovation Respect, Accountability	PROCEDURE		Ver. 3.0
	Subject: Training for Accessibility Standards		Supersedes – 2019-04-03
			Category: Accessibility
Ratified by:	Vice President, Corporate Services & CFO	Effective: Ratified on:	2022-06-28 2022-06-27
Review Facilitator:	Facility Planning Committee	Originated on:	2009-12-01
Audience:	All Waypoint employees	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To ensure that Waypoint Centre for Mental Health Care employees are trained in, and compliant with, the [Accessibility for Ontarians with Disabilities Act](#) (AODA), 2005.

Policy – See [Customer Service - Accessibility](#)

Definition(s) – N/A

Roles & Responsibilities

Waypoint will provide training to all new employees and others who deal with the public on their behalf. Training will be provided to all those individuals who are involved in the development and approvals of pertinent policies, practices and procedures.

Procedure

Training will be delivered by qualified Waypoint staff or external providers as required.

Training for the Customer Service Standard will include the following:

- The purposes of the [Accessibility for Ontarians with Disabilities Act](#), 2005 and the requirements of the Customer Service Standard.
- 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 an assistive device or, require the assistance of a service animal or a support person.

- How to use, or seek aid regarding the use of, assistive device equipment, such as TTY, etc. which is available on Waypoint premises or otherwise that may help with the provision of goods or services to people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty in accessing Waypoint goods or services.

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Trainers can decide on a training format that is appropriate and that reflects the needs of the people being trained. Training could be provided through a mandatory online module, in a classroom setting or other self study formats such as workbooks, videos, or handouts.

Records of Training

A permanent record of when and to whom training was provided will be maintained in the Organizational Development (OD) database. All trainers are responsible for reporting this information to OD. Records will include the number of participants and the content of the training provided.

Cross Reference

[Customer Service - Accessibility](#)

Reference

[Accessibility for Ontarians with Disabilities Act](#) (AODA) 2005

End of PROCEDURE

Keywords: AODA 09-004

Initiated: December 1, 2009

Revised: February 20, 2013

March 1, 2016

April 3, 2019