

Casey House

Service Policy – Providing Services to People with Disabilities

Mission Statement:

Casey House Hospice provides exemplary treatment, support and palliative care for people affected by HIV/AIDS, in collaboration with our communities.

Our Commitment:

In fulfilling our mission, Casey House strives at all time to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other individuals.

Providing services to people with disabilities

Casey House is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1) Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with individuals on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to individuals who access Casey House's service, programs and public events. We will train staff to communicate with individuals over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with individuals by e-mail, TTY, relay services, written information if telephone communication is not suitable to their communication needs or is not available.

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Written Information

We are committed to providing fully accessible written material to individuals who access Casey House's service, programs and public events. Written material will be provided in large print, audio tape or staff will read the material upon request. Information posted on Casey House's Web site will be provided with accessibility features.

All written materials produced by Casey House for use of individuals accessing programs will be in plain language with a clear font (e.g. Verdana or Arial) using a font size no smaller than 12pt.

An exception to the above is clinical or research information that is produced primarily for the use of the clinical professions.

Public Events and Education

We will provide the necessary communication assistance to individuals attending Casey House sponsored events and educational workshops / seminars.

Invitations to events and educational workshops / seminars will include the following statement:

If you require extra assistance or have any special requirements please let us know when registering to ensure we can accommodate these requirements.

2) Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services.

We will also ensure that staff knows how to use the following assistive devices available on our premises for individuals. Assisted devices such as canes, crutches, walkers, wheelchairs, scooters, patient lifts, automatic door openers, nurse call system and TTY telephone.

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3) Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises or other facility used for events or education that are open to clients and the public. We will also ensure that all staff, volunteers and others dealing with the clients and public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

In a situation where a service animal must be excluded due to the health issue of owner or health and safety issues, we will provide alternative support to ensure the individual will have full access to all services.

4) Use of support persons

Casey House is committed to welcoming people with disabilities who are accompanied by a support person. All buildings, events, educational sessions and care environment will be open to persons with a disability and their support person.

Casey House recognizes that support persons are integral members of the person with a disability's support network and that they may take on a variety of roles and activities in the person's life.

Although Casey House welcomes the support persons participation in all aspects of services and functions, residential admissions and the delivery of care will be performed by Casey House employees only. Support persons may offer valuable insights suggestions and recommendations but cannot physically participate in the delivery of care services in the residence.

Support persons will be afforded the same rights and responsibilities as family, friends, visitors and other supporters as outlined in Casey House policy and practices.

Support person who accompany individuals in Casey House's residence or community programs must sign a confidentiality agreement before access is granted.

Fees will not be charged for support persons for admission to Casey House events or education programs.

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5) Notice of temporary disruption

Casey House will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception areas of our facilities and posted on our web site.

6. Training for staff

Casey House will provide training to all employees, volunteers, and all those who are involved in the development and approvals of service policies, practices and procedures.

All staff, management and direct service volunteers training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
- 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.
- How to use the canes, crutches, walkers, wheelchairs, scooters, patent lifts, automatic door openers, nurse call system and TTY telephone.
- What to do if a person with a disability is having difficulty in accessing Casey House's services.
- Casey House's policies, practices and procedures relating to the customer service standards.

This training will be provided within six months after staff commences their duties.

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All event volunteers training will include a handout and question period on the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 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.
- What to do if a person with a disability is having difficulty in accessing the Casey House's event.

This training will be provided during the orientation for volunteers for an event.

All board members and non-director committee members who approve policies, practices and procedures training will include a handout and question period on the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- 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.
- What to do if a person with a disability is having difficulty in accessing the Casey House's event.
- Casey House's policies, practices and procedures relating to the customer service standard.

This training will be provided during the orientation for Board and Committee members.

Staff, volunteers, board members and non-director committee members will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

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7. Feedback process

The ultimate goal of Casey House is to meet and surpass expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Casey House provides services to people with disabilities can be made by:

- Mail address to Accessibility Working Group, 9 Huntley Street, Toronto, ON, M4Y 2K8
- E-Mail at accessibility@caseyhouse.on.ca
- Accessibility Feedback form, which can be mailed or left at the main reception at 9 Huntley Street
- Verbally by contacting Supervisor of Volunteers, member of Accessibility Working Group at 419-962-4040 ext 202

All feedback will be directed to the Accessibility Working Group. Individuals can expect to hear back in thirty days.

8. Modifications to this or other policies

We are committed to developing service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Casey House that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to individuals with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Accessibility Working Group.