

# OPERATIONAL POLICY

AODA 09-005

---

**Subject:** Customer Service Policy  
**Date Approved:** December 1, 2009  
**Approved by:** Senior Management Team  
**Initiated by:** Accessibility Planning Committee  
**Supersedes:** NEW

---

## **REASON FOR POLICY**

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 the organization, in accordance with the Ontario Regulation 429/07.

## **POLICY STATEMENT**

The Mental Health Centre Penetanguishene (MHCP) shall strive at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

## **APPLICABILITY**

This policy applies to all MHCP employees, physicians, consultants, contractors, students and volunteers. Required documentation for consultants and contractors is administered through Materials Management.

## **PROCEDURE**

MHCP will communicate with people with disabilities in ways that take into account their disability and will fulfill functions and responsibilities in the following areas:

### **Communication**

MHCP offers alternative methods of communication to customers, as outlined in the "Assistive Devices and Services" Policy # AODA 09-001

### **Assistive Devices**

MHCP provides a selection of assistive services and devices to aid users while accessing programs or services, as outlined in the "Assistive Devices and Services" Policy # AODA 09-001

### **Use of Service Animals and Support Persons**

MHCP permits the use of service animals and support persons as outlined in the “Support Persons” Policy # AODA 09-003 and the “Service Animals – In Hospital” Policy # AODA 09-006 OHS

### **Notice of temporary disruption**

MHCP will post notice and/or communicate the disruption as per “Notice of Temporary Service Disruption” Policy # AODA 09-002

### **Training**

MHCP provides training to all employees, volunteers 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, as per the “Training for Accessibility Standards” Policy # AODA 09-004

### **Feedback process**

Feedback regarding the way the MHCP provides goods and services to people with disabilities can be made by email, verbally, phone, feedback form, etc. All feedback should be directed to our Public Information Office.

## **CROSS REFERENCES**

Assistive Devices and Services Policy AODA 09-001  
Notice of Temporary Service Disruption Policy AODA 09-002  
Service Animals – In Hospital Policy AODA 09-006 OHS  
Support Persons Policy AODA 09-003  
Training for Accessibility Standards Policy AODA 09-004

## **ATTACHMENTS**

Accessibility Feedback Form  
Notice of Service Disruption Form

**Initiated:** December 1, 2009

**Revised:**