

<b>SECTION:</b>	<b>PUBLIC RELATIONS</b>	<b>POLICY NUMBER:</b>	<b>PR 10-065</b>
<b>SUB-SECTION:</b>	<b>Public Access</b>	<b>EFFECTIVE DATE:</b>	<b>2009-12-03</b>
<b>SUBJECT:</b>	<b>Accessibility Accommodation</b>	<b>LAST REVISION DATE:</b>	<b>2024-04-18</b>

### **DEFINITIONS:**

In this policy,

“Assistive device” means any item, piece of equipment or product system that is used to increase, maintain or improve the functional capabilities of persons with disabilities.

“Service animal” means:

- a) An animal that can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) An animal for which the person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability.
  - College of Audiologists and Speech-Language Pathologists of Ontario.
  - College of Chiropractors of Ontario.
  - College of Nurses of Ontario.
  - College of Occupational Therapists of Ontario.
  - College of Optometrists of Ontario.
  - College of Physicians and Surgeons of Ontario.
  - College of Physiotherapists of Ontario.
  - College of Psychologists of Ontario.
  - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

“Support Person” means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care, medical needs or with access to goods, services or facilities.

### **POLICY:**

Cornwall Community Hospital is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and patients/clients. Patient care will be provided in a manner that respects the dignity and independence of all individuals.

---

***A printed copy of this document may not reflect the current, electronic version on Cornwall Community Hospital’s Intranet. Any copies of this document appearing in paper form should ALWAYS be checked against the electronic version prior to use.***

In order to allow independent access to buildings and services, persons with any type of disability will be accommodated with their personal assistive device, service animal or support person within the restrictions of the Healthcare Environment.

**PROCEDURE:**

1. If not disruptive to the environment or treatment plan, allow for any of these accommodations listed above.
2. Refer to Appendix for guidelines and details in regards to Accessibility Assistance requests.

<b>APPENDICES:</b>	Guidelines for Accommodating Accessibility Assistance Requests	
<b>REFERENCE DOCUMENTS:</b>	<ul style="list-style-type: none"> <li>– <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i></li> <li>– O. Reg. 191/11: Integrated Accessibility Standards under AODA</li> <li>– <i>Ontarians with Disabilities Act, 2001 (ODA)</i></li> <li>– CCH Policy No. IC 10-057 – Pet Visitation Policy</li> <li>– CCH Policy No. PR 10-610 – Pet Therapy Dogs</li> </ul>	
<b>REPEALED POLICIES:</b>	PE 05-057 – Personal Assistive Devices PR 10-061 – Service Animals	
<b>APPROVAL PROCESS:</b>	Accessibility Committee – 2024-01-24 Senior Administration Team – 2024-02-15 Quality and Performance Monitoring Committee – 2024-03-26 Board of Directors – 2024-04-18	
<b>APPROVAL SIGNATURE:</b>		Jeanette Despatie Chief Executive Officer

*Version française disponible sous l’objet “Perturbation des services”*

---

***A printed copy of this document may not reflect the current, electronic version on Cornwall Community Hospital’s Intranet. Any copies of this document appearing in paper form should ALWAYS be checked against the electronic version prior to use.***

## Guidelines for Accommodating Accessibility Assistance Requests

