

 Extraordinary Caring. Every Person. Every Time.		NAME: NH Accessibility Policy	
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1.0 Purpose

Niagara Health (NH) recognizes the diverse needs of the community and is committed to continually improving accessibility for persons with disabilities in NH employment as well as services provided to our community. NH will meet and provide all appropriate Customer Service Standards under the Accessibility for Ontarians with Disabilities Act, 2005.

2.0 Scope

Applies to all staff and physicians within Niagara Health.

3.0 Policy

3.1 NH is committed to providing a safe and therapeutic environment for all patients, staff, and visitors. NH personnel shall follow this policy and the procedures outlined herein to ensure that patient, substitute decision maker, and family rights are recognized and supported at all times. As required by the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the hospital will develop and communicate a multi-year accessibility plan that describes the measures taken in the past year and planned for in the upcoming year(s) to identify, remove and prevent barriers to persons with disabilities.

4.0 Procedure – Interpretation Services

4.1 Access and Use of Interpreter Services

- a) Consent must be obtained from the patient/SDM for use of an Interpreter Service:
- b) The NH staff member requests consent from the patient/SDM.
- c) If consent is obtained, continue with the process.
- d) Consent is documented on the health record by a member of the treatment team.
- e) If consent is declined, a member of the treatment team may inform the patient that treatment may be compromised, or it may not be possible to provide treatment resources.
- f) NH staff must use the approved translator to translate all NH written materials to ensure quality standards.

4.2 A dedicated interpreter service is available at Niagara Health for all patients and visitors to utilize during their visit or stay. Interpretation services can be accessed through a number of different modalities, including Over-The-Phone Interpretation (OTP) and Video Remote Interpretation (VRI), or In-Person.

4.3 Interpretation Services are available 24 hours a day, 7 days a week and offer both audio and video capabilities.

4.4 Access Interpretation Services

- a) Refer to Appendix A for instructions on accessing NH interpretation services.

4.5 Additional Available Interpretation Services (accessible via Switchboard)

- a) Sign language interpretation for the Deaf - Canadian Hearing Society of Ontario Interpreter Services.
- b) Deaf-Blind Interveners - Canadian National Institute for the Blind (CNIB)
- c) Additional information, cost, and lead time is required for in person interpretation (For in person interpretation, please provide as much notice as possible)
 - i) Client name;
 - ii) Location (department/unit) and phone extension;
 - iii) Unit/department contact person;
 - iv) Gender preference for interpreter, if appropriate;
 - v) Type of situation (admission, test procedure information, etc.);
 - vi) Date and time request needed, estimated amount of time needed.

5.0 Procedure – Accessible Customer Service

5.1 All NH employees, volunteers, agents, and others who deal with the public or other third parties and those involved in developing customer service policies, practices, and procedures must receive Accessibility Awareness Training.

5.2 Accessibility Awareness Training will include:

- a) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.
- b) How to interact and communicate with a person with a disability in a manner that takes into account their disability.
- c) The process for people to provide feedback on how we provide goods and services to people with disabilities and how we will respond to any feedback and take action on any complaint.
- d) How to interact with persons with disabilities who use an alternative device or require the assistance of a guide dog, other service animal, or a support person to access services or goods.
- e) Information on all NH policies and practices with regard to the AODA.
- f) A review of the purpose of the AODA and the requirements of the Customer Service Standards under the Integrated Accessibility Standards Regulation (IASR).
- g) How to use equipment or devices on the NH premises that may help with the provision of goods or services and how to adapt existing service delivery methods to assist a person with a disability.
- h) What to do if a person with a disability is having difficulty accessing NH goods or services.

5.3 Assistive Devices

All reasonable and necessary consideration should be given to persons requiring the use of assistive devices in order to ascertain what device is needed, how it is to be used properly, and how the patient will benefit from the provision and use of the device or associated services. The costs and availability, if any, of other measures which may be used as an alternative should also be considered.

- a) **Bell Relay Service** - This service can also be used to enable telephone communication with hearing disabled persons. The person wishing to engage in conversation with the hearing disabled individual speaks to the operator, who will type the conversation and provide it to the hearing-disabled patient and/or transmit the message to the patient's Teletypewriter (TTY) With the Voice Carry Over function enabled, the hearing-impaired person can read the message on the TTY and respond using their voice or through return type.
- b) **Telephone Device for the Deaf (TDD/TTY)** - The Telephone Device for the Deaf (TDD) or Teletypewriter (TTY) transmits a visual signal over a standard telephone line. This technology is available for individuals with severe to profound hearing loss or poor speech recognition ability. As one person types their message, the signal is transmitted along the telephone line and is decoded at the other end by the TTY device. It is necessary for both parties to have a TDD of TTY system to communicate in this manner.

5.4 Interruption of Services

Under the Integrated Accessibility Standards Regulation (IASR) and in compliance with AODA standards the NH is responsible for taking certain actions if there is a temporary disruption in any NH facility or of services in whole or in part. The NH shall give notice of the disruption to the public as follows:

- a) Materials for print or on the web will be created using the following requirements:
 - i) the use of high-contrast colours for text and backgrounds
 - ii) the font size will be between 12 and 18 depending on the font family
 - iii) decorative fonts will be avoided
 - iv) a clean and simple design will be used to make the information easier to read
 - v) content will be written in plain language for all to understand
- b) Notice of the disruption must include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.
- c) Notice will be given by posting the information at every public entrance on premises, by Security, Engineering or a designate under the direction of the Clinical Program Director or On-call Manager.
- d) The Clinical Program Director or On-call Manager will contact the Webmaster to post the service interruption on the NH public website.
- e) When required the NH will notify the media through Corporate Communications.
- f) Fan out lists may be distributed under the direction of the Vice-President/Designate, or the most senior staff member by assigning staff.
- g) NH Corporate Communications may use social media to provide live-feed updates with regard to the service interruptions.

5.5 Feedback Process

The public can provide feedback on the accessibility aspect of the provision of goods and services by the NH through the Accessibility Advisory Committee by:

- a) Email: NHPatientExperience@niagarahealth.on.ca
- b) Mail addressed to: Patient Relations, St. Catharines Site, 1200 4th Avenue, St. Catharines, ON, L2S 0A9
- c) By phone: 905.378.4647 ext. 44423
- d) In person: Patient Relations, St Catharines Site, 1200 4th Avenue, St. Catharines, ON, L2S 0A9
- e) Feedback will be responded to within 3 business days following its receipt by NH.

5.6 Notice of Availability of Documents

NH will notify its clients that the documents required by the Integrated Accessibility Standards Regulation (IASR) are available upon request.

5.7 Format of Documents

Within reasonable expense, any document, or information contained in a document requested by a person with a disability will be provided, in advance or upon notification and request, in a format that takes into account that person's disability. The NH and the person with a disability may agree upon the format to be used for the document or information.

6.0 Definitions

AAC - Accessibility Advisory Committee. The purpose of the Accessibility Advisory Committee (AAC) is to identify issues and concerns regarding accessibility. From these concerns, the AAC can recommend ways for the hospital to make improvements, while making sure a course of action is in place for addressing those issues.

Affiliates – individuals who are not employed by the organization but perform specific tasks at or for the organization, including the following:

- Professional with hospital privileges – refers to those professionals formally affiliated with the hospital through the process of review of credentials and approval of privileges (e.g., physician)
- Students – individuals gaining practical/clinical experience in the hospital whether directly affiliated with the hospital or not.
- Volunteers – individuals who perform recognized functions with the hospital on a volunteer basis.

AODA - Accessibility for Ontarians with Disabilities Act

IBT – Integrated Bedside Terminals

Interpretations – The process of rendering spoken language into another spoken language or the process of rendering spoken language into a visual language (e.g., American Sign Language (ASL) for the Deaf).

Interpreters – Any person who formally provides interpretations for the purposes of this policy must meet the standards for health care interpreting: maintain confidentiality, impartiality/objectivity, have respect for all individuals, be culturally sensitive, be accurate and proficient in using both languages and in medical terminology, maintain role boundaries, and use a standardized interpreting format.

LEP - Limited English Proficiency

OTP – Over-The-Phone Interpretation

SDM - Substitute Decision Maker

TDD - Telephone Device for the Deaf

TTY – Teletypewriter

VRI – Video Remote Interpretation

7.0 Education/Communications

N/A

8.0 Appendices

[Appendix A – All Languages User Guide \(Video Remote Interpretation\)](#)

[Appendix B – All Languages User Guide \(Over-The-Phone Interpretation\)](#)

9.0 Related Documents

[Consent to Treatment -- Policy and Procedure](#)

10.0 Related Forms

N/A

11.0 References

- 11.1 Accessibility for Ontarians with Disabilities Act, 2005 and associated Integrated Accessibility Standards and Regulations.
- 11.2 Blind Person's Rights Act and associated regulation R.R.O 1990, Reg. 58.
- 11.3 Canadian Charter of Rights and Freedom – Constitution Act, 1982.
- 11.4 Health Protection and Promotion Act 1990 and associated Ontario regulations.
- 11.5 Ontario Human Rights Code, 1990.
- 11.6 Ontario Regulations 191/11 Integrated Accessibility Standards.
- 11.7 Regulated Health Professions Act, 1991, S.O. 1991, c. 18.
- 11.8 Social Worker and Social Service Work Act, 1998, S.O. 1998, c. 31.

12.0 Supersedes

Policy · NH Accessibility – 360-020-008
 Policy · NH Accessibility – Customer Service – 360-020-009
 Policy · NH Accessibility – Information and Communication – 360-020-012
 Policy and Procedure · NH Accessibility – Interpretation Services – 360-020-010 and 360-020-010

Appendix A – All Languages User Guide (Video Remote Interpretation)



Video Remote Interpretation



Open a web browser and navigate to the Niagara Health All Languages Webpage.

Niagarahealth.interpreterconnect.alllanguages.com

Enter the Access Code: **643627**



Fill out the required fields.

Select from one of the pre-populated languages. If another language is required, select "Other" in the languages field.

A drop down menu will display all support languages via Video Remote Interpretation.



If a language is not supported via Video Remote Interpretation, select "**Other 200+ Audio Languages**" and press Connect.

Users will be connected to a moderator who will confirm the audio language required for interpretation.



The system will automatically search for an interpreter. While waiting, you have the option to **Switch to Audio** or **Cancel**.



Once connected, you may begin your session.

Tips & Tricks

Select the icon to add additional participants or interpreters to a call.

Users can mute the microphone or turn off the camera by toggling the respective icons.

Where possible, avoid putting PHI in the chat function.



End Call



Speaker Controls



Microphone Controls



Video Controls



Add Participant or Additional Interpreter



Chat



Network Statistics

Appendix B – All Languages User Guide (Over-The-Phone Interpretation)



Over the Phone Interpretation

1



Call the dedicated 'All Languages' Over the Phone Interpretation line:

1-866-895-7406

2



Users will be asked to provide the following:

- NH Access Code: **643627**.
- Callers Name and Unit/Program.
- Callers Manager Name.
- Interpretation language required.

3



Users will be connected to an available interpreter in the requested language.

4



Once connected, begin interpretation.

5



Reminder!

Over the Phone Interpretation can also be accessed via Vocera by saying "Call Translation Services"