 <p>LONDON X-RAY ASSOCIATES EST. 1931</p>	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Accessibility & Provision of Service
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 1
	Approved By	COO


Policy Statement

London X-Ray Associates (LXA) is committed to the provision of services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity. 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 patients.

Furthermore, such services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Ontario Building Code Act.

Reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from the London X-Ray Associates services;
- b) Services are provided in a manner that respects the dignity and independence of persons with disabilities;
- c) The services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent
- d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
- e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access London X-Ray Associates services unless superseded by other legislation.

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Definitions:

Assistive Devices: Are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).


Disability, as per the Ontario Human Rights Code:

For the purpose of this policy, the term "disability" includes:

- 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, 1997.

Employee:

For the purposes of this policy, the term "employee" refers to any person regarding whom London X-Ray Associates pays wages or a salary, deals with members of the public or other third parties, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to:

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- a. full-time employees
- b. part-time employees
- c. contract employees

Persons with Disabilities: Are individuals who have a disability as defined under the Ontario Human Rights Code (and above).

Service Animals: are animals individually trained to do work or perform tasks for the benefit of a person with a disability.


Support Person: For the purposes of this policy, a “support person” is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have a special training or qualifications.

Operating Principles

Accessible Communication

London X-Ray Associates and its employees will communicate with people with disabilities in ways that take into account each person’s particular disability. We will train staff who communicate with patients 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 our patients. We will train staff to communicate with patients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with patients by email if telephone communication is not suitable to their communication needs or is not available.

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Service Animals and Support Persons

Unless otherwise prohibited by law, we are committed to welcoming persons with disabilities accompanied by a service animal or support person:

- a. where services are provided at premises operated by London X-Ray Associates and
- b. where the public or third parties normally have access to such premises

We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.


Assistive Devices

London X-Ray Associates is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our services.

Billing

We are committed to providing accessible invoices to all our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or email. We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

Disruption in Service

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London X-Ray Associates will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training


London X-Ray Associates will provide training to:

- a. all its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties.
- b. all those who are involved in the development, approval, monitoring or implementation of customer service policies, practices and procedures for London X-Ray Associates. Additional training will be provided within 4 weeks of any revisions made to this policy and/or related procedures and practices.

This training will be provided for new employees within 2 weeks from when the individual commences performing duties at London X-Ray Associates. Additional training will be provided within 4 weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of its Customer Service Standard.
- b. How to interact and communicate with persons with various types of disability.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

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- d. How to use equipment or devices available on London X-Ray Associates premises or otherwise provided by London X-Ray Associates that may help with the provision of services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the providers' services.

Feedback Process


London X-Ray Associates will establish a process for receiving and responding to feedback from anyone about the manner in which it provides services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, through our website or by e-mail.

The feedback process will specify the actions to be taken by London X-Ray Associates in the event that a complaint is received. A response will be provided to the person making the complaint within 14 working days.

Responsibilities

London X-Ray Associates is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. London X-Ray Associates will provide advice and direction on the implementation of this Policy. Directors and Coordinators will ensure that they and their employees are familiar with this Policy. All employees will comply with this policy and training.

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Monitoring and Contraventions

Directors and Coordinators will monitor current practices to ensure compliance by all employees. Failure to comply with this Policy may result in disciplinary action, up to and including termination of employment.

Questions about this policy:

This policy exists to achieve service excellence to patients 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 London X-Ray Associates.

A copy of this policy is available upon request by contacting London X-Ray Associates. In addition, a copy of this policy is available on the company's website at www.lxa.on.ca under AODA.

The policy document will be provided in a format that takes into account the person's disability.

Record Keeping:

London X-Ray Associates will maintain accurate records of training delivered to our staff and make these records available for inspection as may be required.

Note:

- *Where this policy varies from the accessibility Standard for Customer Service under the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), the AODA Standard will apply.*
- *This policy may require revision as other standards are introduced under the AODA.*