

# HÔPITAL NOTRE-DAME HOSPITAL (HEARST)

**TO:** General

**CODE:**

ADM-GEN-GEN-37

**CATEGORY:** General

**DATE OF APPROVAL:**

May 2005

**SUBJECT:** Customer Service & Accessibility

**APPROVAL:**

CHIEF EXECUTIVE OFFICER

**NOTE:** This document is a CONTROLLED document. Any documents in paper form must be used for reference purposes only. The on-line copy must be considered the current documentation.

DATE	REVIEWED	REVISED	DATE	REVIEWED	REVISED
March 10		SB			
June 12	Pol&Proc				
Nov 17	SB				
Mar25		CAO/HR			

Source: Ministry of Community and Social Services Compliance Manual

All staff members are expected to treat customers in a courteous and respectful manner.

## Answering Phone Calls:

(This applies to all departments except switchboard calls)

State the department and your full name at the beginning of the call.

ADVISE the customer you are putting him/her on hold if you need to interrupt the conversation (to get someone, search information).

If in doubt as to identification of caller and before giving out any personal information such as lab reports, medical records, ask for specific information, i.e. his/her telephone number, DOB or Health Card number and that you will call the person back when you have the information.

## Telephoning Customers:

State your full name and the department at the beginning of the call.

## Leaving Messages:

State your full name and the department.

State the date and time.

State the name of the customer for whom the call is intended.

Ask the customer to return your call.

Leave your full name and the name of a substitute (should you be absent when the customer returns the call).

NEVER leave confidential information on an answering machine.

Advise the person named as substitute of the reason for the call.

## **Receiving Customers at the Reception Desk (for Laboratory services)**

Explain to the customer what kind of specimens is needed.  
Obtain the information needed for proper processing of all requested tests.  
BE DISCREET: Ensure other customers cannot overhear the information.  
Ensure the customer can understand any instructions given to him/her.

## **Customer Service Policy Statement: Providing Goods and Services to People with Disabilities**

### **1. Mission:**

Ensure that all patients and visitors of Hôpital Notre-Dame Hospital (Hearst) are treated with respect and dignity whether they are disabled or not.

### **2. Our commitment**

In fulfilling our mission, Notre-Dame Hospital (Hearst) strives at all times to provide its goods and 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

### **3. Providing goods and service to people with disabilities**

Notre-Dame Hospital (Hearst) is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **3.1 Communication**

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **3.2 Telephone services**

- We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by email or letters if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. **We** will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- **We** will also ensure that staff knows how to use the following assistive devices available on our premises for customers: **wheelchairs located at both ground floor entrances.**

### **3.4 Billing**

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

## **4. Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. **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. See ADM-GEN-GEN-34, Guidelines for Service Animal, Therapy Animal and Patient-Owned Pet Visitation.

**We are** committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Hôpital Notre-Dame Hospital (Hearst)'s premises with his or her 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.

## **5. Notice of temporary disruption**

Hôpital Notre-Dame Hospital (Hearst) will provide customers 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 service counters on our premises.

## 6. Training for staff

Hôpital Notre-Dame Hospital (Hearst) will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. All individuals who interact with our patients and visitors will be trained. For example, but not limited to:

- Central reception
- Information
- Human Resources
- Managers
- Directors
- RNs, RPNs, Health Care Aids
- Laboratory
- Diagnostic Imaging
- Physiotherapy
- Oncology
- Tele-medicine
- Respiratory Therapy
- Emergency Room
- Operating Room
- Housekeeping
- Business office

This training will be provided during probation period (usually first 3 months) after staff commence their duties.

Training will include 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 Hôpital Notre-Dame Hospital (Hearst)'s goods and services
- Hôpital Notre-Dame Hospital (Hearst)'s policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **7. Feedback process**

The ultimate goal of Hôpital Notre-Dame Hospital (Hearst) is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Hôpital Notre-Dame Hospital (Hearst) provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, feedback sheet, etc. All feedback will be directed to the Director of Ancillary Services. Responses to feedback will be posted on our web site unless otherwise indicated.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

## **8. Notice of Availability of Documents**

The public is notified that documents related to accessible customer service are available upon request by posting a notice in the following locations:

- Main entrance
- Emergency Department
- Laboratory
- Day Surgery
- Medical Imaging
- Specialty clinic

## **9. Modifications to this or other policies**

We are committed to developing customer 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 Hôpital Notre-Dame Hospital (Hearst) that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **10. Questions about this policy**

This policy exists to achieve service excellence to all customers including those 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, Human Resources or the Director of Ancillary Services of Hôpital Notre-Dame Hospital (Hearst).



Hôpital Notre-Dame Hospital (Hearst)

## NOTICE DISRUPTION IN SERVICE

There will be disruption to our regular service:

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from \_\_\_\_\_ to \_\_\_\_\_

This disruption includes:

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Thank you for your patience.



## Hôpital Notre-Dame Hospital (Hearst)

### WE CARE WHAT YOU THINK

### CUSTOMER FEED BACK FORM

Dear Client/Patient :

Thank you for sharing your feedback with us. Your comments are important because we strive to meet the needs of all of our clients and patients.

Please submit this form to any Hôpital Notre-Dame Hospital official/representative or you may fill out the Questions and Comments form on our web site [www.ndh.on.ca](http://www.ndh.on.ca).

Responses to feedback will be posted on-line at [www.ndh.on.ca](http://www.ndh.on.ca) unless otherwise indicated. The identity of the author will be kept strictly confidential.

Date: \_\_\_\_\_ Time : \_\_\_\_\_

What services were you looking for? \_\_\_\_\_

Was our customer service provided to you in an accessible manner?

Yes

Somewhat

No

Comments : \_\_\_\_\_

Did you have any problems accessing our goods and services? Yes No

Comments : \_\_\_\_\_

What could Notre-Dame Hospital do to make it easier for you to access our goods and services? \_\_\_\_\_

If you would like to be contacted please complete the following:

My preferred method of contact is :

Mail

Phone

E-mail

Other (Please specify) \_\_\_\_\_

Name : \_\_\_\_\_ Telephone : \_\_\_\_\_

Address : \_\_\_\_\_ E-Mail : \_\_\_\_\_

May we post your comment on our website? Yes No



## Hôpital Notre-Dame Hospital (Hearst)

# REQUEST FOR DOCUMENTATION IN ALTERNATIVE FORMAT

Notre-Dame Hospital is committed to providing information in the format that meets your needs. If you need information in an alternative format, please use this form to let us know which format is best for you.

Alternatively, call (705) 362-4291 Ext. 0 to make a verbal request.

Name : \_\_\_\_\_

Address : \_\_\_\_\_

City/Town : \_\_\_\_\_ Postal Code : \_\_\_\_\_

Telephone : \_\_\_\_\_ Fax number : \_\_\_\_\_

E-Mail address : \_\_\_\_\_

Name of document required : \_\_\_\_\_

Additional Description of Document : \_\_\_\_\_

Format requested : ex. html, text, large format text, etc. (Please indicate any specific technical needs.)

\_\_\_\_\_  
\_\_\_\_\_

Date information is required : \_\_\_\_\_

Internal Use – To be completed by Notre-Dame Hospital		
Date Recieved	Document's originating department/Contact	Date Completed





## Hôpital Notre-Dame Hospital (Hearst)

# Notice

Accessible formats of our documents are available upon request. Please ask for a request form to fill or you may make a verbal request to receive materials in a format that meets your needs.

Thank you.

# Avis

Nos documents sont disponibles sur demande en formats accessibles. Veuillez demander un formulaire de demande à remplir ou vous pouvez faire une demande verbale pour recevoir des documents dans un format qui répond à vos besoins.

Merci