

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

1. Our Mission

We change the world for people living with complex disease and disability by:

- Providing them with an integrated network of programs and services in complex care and rehabilitation
- Advancing knowledge, expertise, and care through research, teaching, and learning
- Engaging our community and health care partners to create a networked system of support

Our Vision

To be Canada's leader in complex care and complex rehabilitation

Values

Meaningful Mission

Our work makes a difference. We are dedicated to providing compassionate, exceptional care and service.

Integrity

We are committed to working together with trust and honesty, professionalism, accountability and acceptance.

Investment, Growth and Development

We invest in people, relationships and our organization to ensure that we provide the best care and service possible.

Leadership

We are innovative. Our decision-making is guided by evidence and expertise.

Celebrating Individual Spirit, Hopes and Dreams

We are proud of our accomplishments. We celebrate and promote individual achievement, expression and worth.

Social Responsibility

We passionately uphold the rights and needs of the people we serve and of our staff. We contribute to building a healthy community.

2. Our commitment

In fulfilling our mission, Bridgepoint Health 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 services to people with disabilities

Bridgepoint Health is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following outpatient areas:

- Day Treatment
- Seating Service
- Augmentative Communication and Writing Aids Clinic (ACWC)
- Chiropody Service
- Ophthalmology Clinic
- Dental Clinic
- Cultural Interpreters

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 patients by email, relay services, communication board, and assistive devices, 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 staffs

are 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 know how to use the following assistive devices available on our premises for customers: Assistive Devices available on our premises for patients include, but are not limited to:

- Seating and Mobility Aids
- Lifts and transfer aids
- Positioning aids
- Voice Amplifiers
- Pocket Talkers
- Communication Boards and Books
- Talking Elevators
- Adapted patient materials (e.g. materials on other languages and formats) available through our LiveWell! Sunlife Health Information Centre

Please review our policy on the Use of Assistive Devices which can be found on page 19 of this document, or contact Patient Relations Office at 416-461-8252 x 2026 or by email: cmackey@bridgepointhealth.ca, for a copy. This policy will provide you with an overview of Inpatient Services, procedures, referrals related to the use of assistive devices at Bridgepoint Health.

3.4 Billing

When billing practices are indicated (i.e. Dental Clinic), we are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

A support person, when assisting a person with a disability to obtain or access Bridgepoint Health services (such as organizational-wide events, educational workshops, etc), will be permitted to attend at no charge, whenever an admission charge is applicable.

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.

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 Bridgepoint Health'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.

Please review our policy and practices for the [Use of Service Animals](#) which can be found on page 20 of this document and/or contact Patient Relations Office at 416-461-8252 x 2026 or by email: cmackey@bridgepointhealth.ca, for a copy. This policy will provide you with an overview of procedures, considerations and requirements for the use of service animals (including visiting, therapy and resident animals) and support persons.

5. Notice of temporary disruption

Bridgepoint Health 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.

Services by Bridgepoint Health that could incur a planned or unexpected service disruption are those services provided by Ambulatory Services and Clinics.

6. Training for staff

Bridgepoint Health 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. Individuals in the following positions will be trained: All positions that come in direct contact with patients and families will be trained.

This training will be provided within 3-months after staff commences 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
- Staff directly related to the provision of care when using assistive devices will be trained. Staff who comes in contact with persons using assistive devices will be informed on how and where access assistance.

- What to do if a person with a disability is having difficulty in accessing Bridgepoint Health's goods and services
- Bridgepoint Health's policies, practices and procedures relating to the customer service standard. These include:
 - Use of Assistive Devices
 - AA.160 Pets/Animals in Facility
 - AP.120 External Service Providers
 - AQ.021 Patient & Family Feedback Management

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 Bridgepoint Health 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 Bridgepoint Health provides goods and services to people with disabilities can be made by contacting Patient Relations Office at 416-461-8252 x 2026 or by email: cmackey@bridgepointhealth.ca.

Comments cards can also be completed. These cards are available on every floor/unit outside the elevators and returned confidentially to comment boxes located in the same area. Bridgepoint's policy for Patient & Family Feedback Management has been included starting on page 28 of this document.

8. 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 Bridgepoint Health's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers 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, the appropriate staff member responsible. Please refer to individual policies for contact information

or contact the Patient Relations Office at 416-461-8252 x 2026 or email: cmackey@bridgepointhealth.ca,

AMBULATORY SERVICES AND CLINICS – CUSTOMER SERVICE POLICY: PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

OUR MISSION

We are a group of dedicated, compassionate professionals committed to raising the standard of outpatient rehabilitation in Toronto. We aim to provide the necessary rehabilitative and support services to all our patients including people with disabilities. For the purposes of this policy, Ambulatory Services and Clinics at Bridgepoint includes:

- Day Treatment
- Seating Service
- Augmentative Communication and Writing aids Clinic (ACWC)
- Chiropody Service
- Ophthalmology Clinic
- Diagnostic Imaging
- Cultural Interpreters

OUR COMMITMENT

We strive at all times to provide services in a way that respects the dignity and independence of people with disabilities. We are 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. Our guiding principles include:

- Valuing our customers
- Communication
- Focus on Customer wants
- Respect
- Team work
- Holistic approach
- Honesty
- Provide and Receive Feedback

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

Ambulatory Services and Clinics at Bridgepoint are committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas.

Communication

We will communicate with people with disabilities in ways that take into account their 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, relay services, communication board, and assistive devices if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services.

Billing

When billing practices are indicated, we are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

A support person, when assisting a person with a disability to obtain or access Bridgepoint Health services (such as, organizational-wide events, educational workshops, etc), will be permitted to attend at no charge, whenever an admission charge is applicable.

Wheelchair Accessibility

We are committed to providing wheelchair accessible space to our patients. However, due to current structural limitations, we are unable to see patients with wheelchairs in certain treatment and/or office areas. In the event that a space is determined not wheelchair accessible, staff will explore alternative space options, up to and including a referral to another facility or service that can accommodate the patient needs.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal. We will also ensure that our staff will be 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. Any person with a disability who is accompanied by a support person will be allowed to access Bridgepoint Ambulatory Services and Clinics 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.

It is expected that referral sources will highlight on referral form when a support person and/or service animal is required to accompany the patient. The patient and/or referral source can also advise program coordinators of this information upon time of scheduling initial appointment.

Upon review of outpatient referral packages received, the team and/or case manager may determine that a support person is required to meet program eligibility criteria, or for patient or staff safety. Such recommendations will be communicated to the patient and/or referring source. Patients must arrange to have support person in place for their initial and/or next scheduled appointment.

Notice of temporary disruption

Ambulatory Services and Clinics will provide patients with notice by phone or email (if available) in the event of an unplanned disruption in Bridgepoint Hospital, and/or Ambulatory Services and Clinics. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. In the event of pre-planned closures, patients will also be notified in advance through signage, schedules provided by reception and/or member of health care team, or telephone, email.

Training for staff

Ambulatory Services and Clinics will provide training to all staff, volunteers and students who deal with our patients 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.

This training will be provided immediately after staff starts their work/placement 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
- How to use the patient lift and communication board
- What to do if a person with a disability is having difficulty in accessing the Ambulatory Clinics and Services
- Any policies, practices and procedures relating to the customer service standard and how it affects the way the services are provided to people with disabilities.
- Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of the Ambulatory Clinics and Services is to meet and surpass patient expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Ambulatory Clinics and Services provides rehabilitative and support services to people with disabilities can be made directly to the Manager of Central Therapy and Ambulatory Services at 416-461-8252 x 2093. Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: accessibility@bridgepointhealth.ca.

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.

REFERENCES

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.
 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 Accessibility Standards for Customer Service: Summary of Requirement
www.AccessON.ca

APPROVAL DATE

January 2010

DENTAL CLINIC – CUSTOMER SERVICE POLICY: PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

OUR MISSION

The mission of the Dental Clinic is to provide necessary oral health services to all our patients including people with disabilities.

OUR COMMITMENT

In fulfilling our mission, the Dental Clinic strives at all times to provide its 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 services and allowing them to benefit from the same services, in the same place and in a similar way as other patients.

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES

The Dental Clinic is committed to excellence in serving all patients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their 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, relay services, communication board, assistive devices if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patients with disabilities while accessing our services.

We will also ensure that staff know how to use the communication board (please see Appendix 1) available on our premises for patients.

Billing

We are committed to providing accessible invoices to all of our patients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions patients may have about the content of the invoice in person, by telephone or email.

Wheelchair Accessibility

We are committed to providing wheelchair accessibility to our patients; however, due to current structural and space limitations, we are unable to see patients with wheelchairs that are over 35 inches (88.9 cm) in width due to the structure of our current office.

For patients that we are unable to accommodate, we will refer them to one of the following clinics:

Mount Sinai Dental Clinic

Main Clinic - 416-586-4800 ext. 5147

Sunnybrook Hospital Department of Dentistry

Main Clinic – 416-480-4436

Geriatric Clinic – 416-480-4863

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal at the Dental Clinic. We will also ensure that our staff will be 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. Any person with a disability who is accompanied by a support person will be allowed to enter the Dental Clinic'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.

Upon scheduling an appointment with a Dental Clinic staff member by phone, in person or by email, please ensure to inform her/him that a support person or service animal will be accompanying you/the patient.

Note to Referral Agencies: When completing the Day Treatment Referral Form, please indicate that the patient will be accompanied by a support person or service animal.

Notice of temporary disruption

The Dental Clinic will provide patients with notice by phone or email (if available) in the event of a planned or unexpected disruption in Bridgepoint Hospital 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.

Training for staff

The Dental Clinic will provide training to all staff, volunteers and students who deal with our patients 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. Individuals in the following positions will be trained:

- Dentist
- Dental Hygienist
- Dental Assistant
- Dental hygiene/assistant students
- Oral care volunteer

This training will be provided immediately 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
- How to use the patient lift and communication board
- What to do if a person with a disability is having difficulty in accessing the Dental Clinic's services
- The Dental Clinic's policies, practices and procedures relating to the customer service standard and how it affects the way the oral health services are provided to people with disabilities. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of the Dental Clinic is to meet and surpass patient expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Dental Clinic provides oral health services to people with disabilities can be made directly through the Dental Clinic at 416-461-8252 x 2061. Feedback may also be provided to the Patient Relations Office at 416-461-8252 x 2026 or by email: accessibility@bridgepointhealth.ca.

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.

REFERENCES

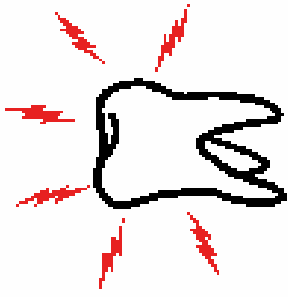
Compliance Manual: *Accessibility Standards for Customer Service, Ontario Regulation 429/07; Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

APPROVAL DATE

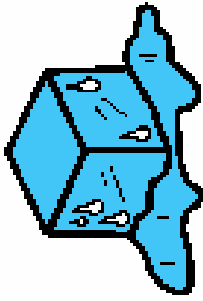
January 2010

APPENDIX 1 below

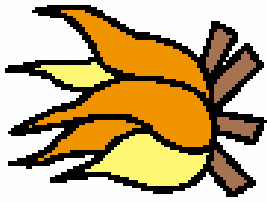
toothache



cold



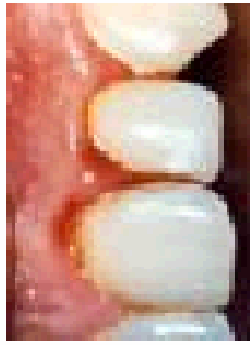
hot



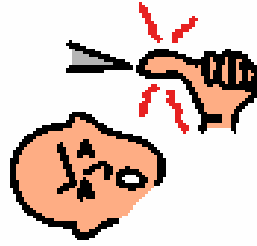
sweet



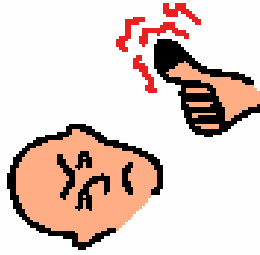
bleeding gums



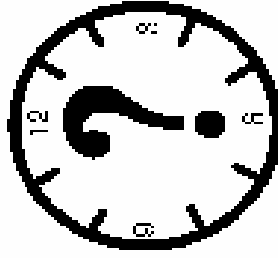
sharp pain



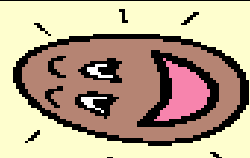
dull pain



how long?



no pain



lots of pain



1

2

3

4

5

6

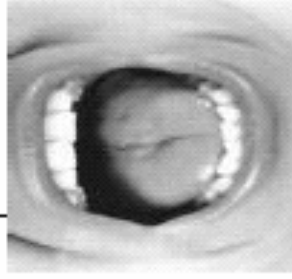
7

8

9

10

open mouth



dentist tools



dental cleaning



dental suction



rinse mouth



spit in sink



brush teeth



brushing technique



biotene



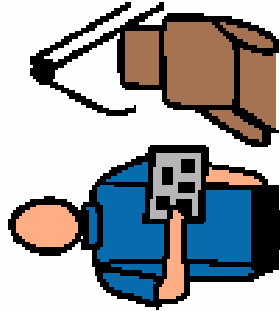
tissue box



flossing



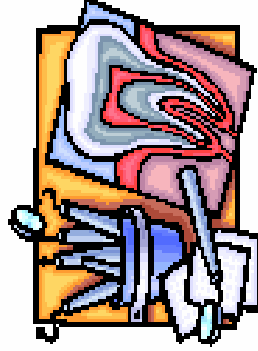
dentist



root & gum



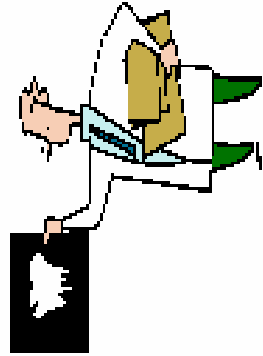
dental exam



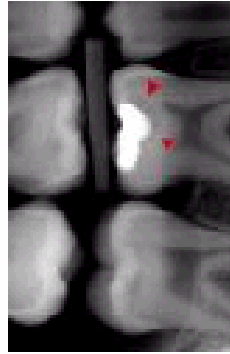
dental cleaning



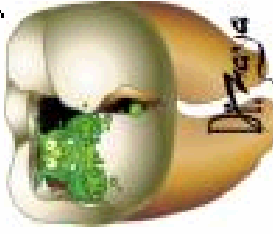
dental x-ray



dental cavity



dental cavity



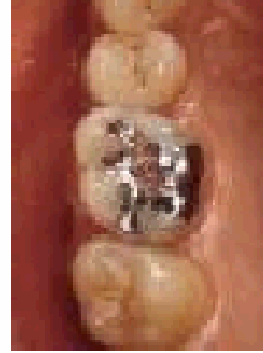
anesthesia



dental drill



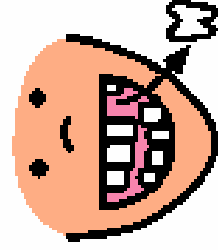
dental filling



dental filling



remove tooth



dentures



upper denture



lower denture



denture adhesive



partial dentures



upper partial denture



lower partial denture



acrylic partial denture



dirty dentures



denture brush



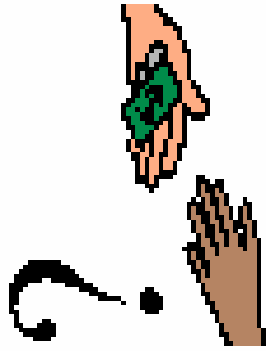
denture case



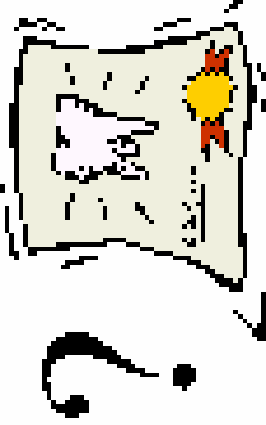
denture cleaner



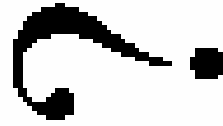
How will you pay?



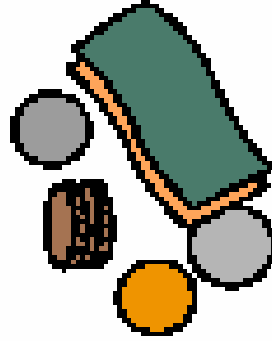
dental insurance



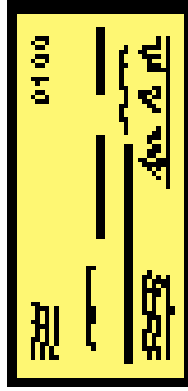
OTHER
COVERAGE



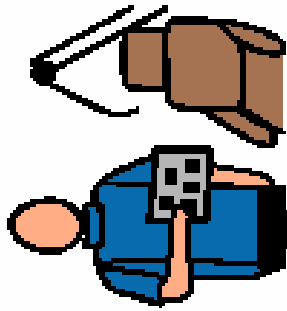
cash



check



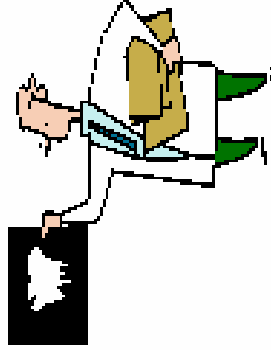
dentist



dental exam



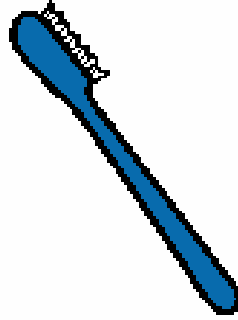
dental x-ray



dental cleaning



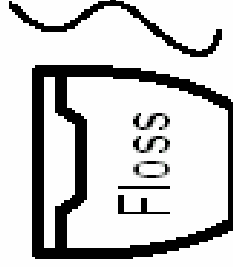
toothbrush



toothpaste



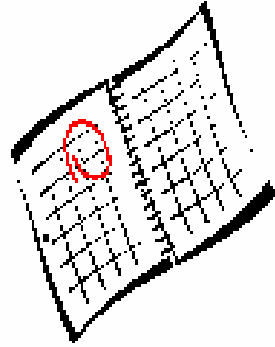
dental floss



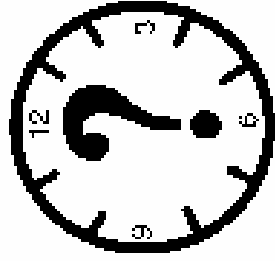
biotene



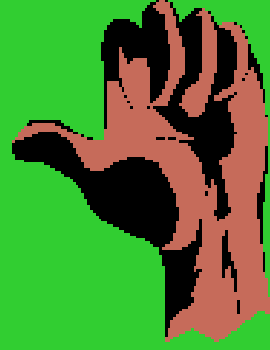
appointment



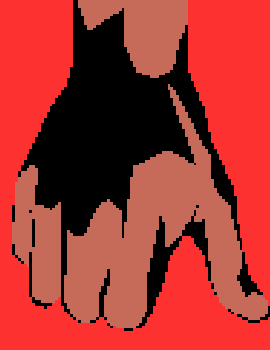
when



yes



no



USE OF ASSISTIVE DEVICES

OUR MISSION

Bridgepoint Hospital is committed to serving people with disabilities who use Assistive Devices to access our services. Assistive Devices include any device used to assist a person to perform a particular task.

OUR COMMITMENT

In fulfilling our mission, All staff will be trained on how to direct a patient or visitor to the appropriate staff resource. Those staff will be trained to be familiar with the various Assistive Devices that may be used by patients and visitors with disabilities. We will train appropriate staff on how Assistive Devices available on our premises for patients are used. These devices include, but are not limited to:

- Seating and Mobility Aids
- Lifts and transfer aids
- Positioning aids
- Voice Amplifiers
- Pocket Talkers
- Communication Boards and Books

We will also train all staff on how to be supportive of patients and visitors using their own personal Assistive Devices while at Bridgepoint. It is the responsibility of the person using the Assistive Device to ensure that his or her Assistive Device is operated in a safe and controlled manner at all times. Personal Assistive Devices may include, but are not limited to:

- Seating and Mobility Aids
- Vision Aids
- Hearing Aids
- Communication Aids
- Feeding Aids
- Positioning Aids
- Prosthetics and orthoses

Other measures offered to assist patients and visitors with disabilities to access our services include:

- Elevators with voice annunciation, including floor and direction.
- Automatic door openers
- Accessible parking
- Front desk community reception
- Hospital website
- Cultural interpreters program
- Health Information Centre (consumer health library accessible to the public)
- Adapted patient materials (e.g. materials in other languages and formats)

The following individuals and/or clinics can be contacted through switchboard for further information on support of specific Assistive Devices. Clinical Practice Leaders can then delegate to the most appropriate staff member.

Inpatient or Ambulatory Care Services:
Coordinator, Patient Relations and Quality

Inpatient Services:

Lifts and Transfer aids: Clinical Practice Leader (CPL) for Occupational Therapy or Physiotherapy

Positioning Aids: CPL for Occupational Therapy or Physiotherapy

Feeding Aids: CPL Occupational Therapy

Prosthetics and Orthoses: CPL Occupational Therapy or Physiotherapy

Voice Amplifiers/Pocket Talkers: CPL Speech-Language Pathology

Communication Boards and Books: CPL Speech-Language Pathology

Hearing Aids: CPL Speech-Language Pathology

Vision Aids: CPL Occupational Therapy

Augmentative Communication Devices or Writing Aids: Augmentative Communication and Writing Clinic (ACWC)

Seating and Mobility: Seating Clinic

Ambulatory Care Services:

Case Manager of Day Treatment

Augmentative Communication Devices or Writing Aids: Augmentative Communication and Writing Clinic (ACWC)

Seating and Mobility: Seating Clinic

ASSISTIVE DEVICES PROCEDURE:

Patients needing assistive devices will be referred to the relevant department or to an outside agency, as required, in order to facilitate obtaining an appropriate Assistive Device. Patients may also be referred to the relevant department should they experience technical problems or breakdown of their Assistive Device(s) in order to connect them with appropriate resources to address the problem.

Inpatient & Ambulatory Service - Referrals

Patient's physician will provide an order for treatment for specific service(s). The order will be forwarded to the appropriate individual or department. The receiving professional will contact the patient or unit to make arrangements to see the patient.

Referrals to Outside Agencies

Referrals to outside agencies: may be initiated by the individual or in collaboration with the team, as appropriate. Referrals to outside agencies may be required when there is no staff member with the expertise to support a device, or the support required is beyond the knowledge of the staff member.

Visitors

Any requests for information on Assistive Devices and resources in the community can be directed to the Livewell Resource Coordinator in the Health Information Centre.

Feedback Process

Feedback and questions concerning this policy can be made by contacting the Patient Relations Office at 416-461-8252 x 2026 or by email: accessibility@bridgepointhealth.ca. We welcome your feedback and comments.

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.

REFERENCES:

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Accessibility Standards for Customer Service: Summary of Requirement
www.AccessON.ca

APPROVAL DATE

January 2010

		POLICY No:	AA 160
TITLE:	PETS/ANIMALS IN THE FACILITY	ORIGINAL ISSUE DATE:	
CATEGORY:		REVIEWED / EFFECTIVE DATE:	October 2013
		REVISION DATE:	October 2013
ISSUED BY:	Infection Control		
APPROVED BY:	Vice President, Programs, Services & Professional Affairs & CNE		

1.0 POLICY STATEMENT

Bridgepoint recognizes the benefit of the animal-human bond for the wellbeing of clients. The Corporation ensures that the interaction takes place without the animal transmitting zoonotic infections or acting as transient carrier of nosocomial pathogens.

2.0 PURPOSE AND SCOPE

Hands of patients, visitors and staff must be cleaned before and after contact with animals, their equipment or other items with which they have had contact.

All animals brought into the facility should be in a permanent home for at least 6 months; i.e. animals directly from an animal shelter, pound, or similar facility will be denied entry.

Someone must be designated responsible for all clean up activities related to the animal. This may be the person bringing the animal into the facility.

Animals are not permitted in the following areas:

- Any dining or food preparation areas, except for service animals
- Dialysis treatment and preparation rooms
- Soiled holding rooms, clean supply rooms, medication rooms, washrooms or shower rooms
- Therapy pool area including change rooms
- Rooms of clients on Additional Precautions.

Animals should not have any direct contact with client's invasive devices, wounds or bandages.

During an outbreak, pet therapy may be discontinued.

An Incident Report must be filled out for all animal-related injuries and the event must be documented on the animal's record and client chart if applicable.

3.0 PROCEDURES

3.1. Service Animals

A service animal is any animal trained to do work or perform tasks for the benefit of a person with a disability, e.g. Seeing Eye dog. It is not considered a "pet" because it is specifically trained to help a person overcome the limits of a disability.

If a person requiring a service animal applies to Bridgepoint Hospital and meets admission criteria, the person is admitted unless doing so would require a fundamental alteration or create a direct threat to the safety of others or to the organization.

- When an application is received from a patient requiring a service animal, the Patient Care Manager will arrange for education to the staff about the role of the service animal and how to interact appropriately with the patient and the animal.
- There will be discussions about the responsibility of staff and owner for handling and cleaning issues.
- Other clients would be informed and their concerns addressed.
- Documentation of the animal's health and vaccination is presented on admission and retained on the patient's chart.
- Veterinary examination is done annually and at any time that the animal's condition or behaviour changes.

3.2 Visiting Family Pets

It is recognized that the family pet may be a source of comfort for some clients. Scheduled visits are permitted.

- The client or their visitor will inform the Patient Care Manager about the family pet and the desire to have visitations.
- The Patient Care Manager will notify the client care team of the request so that any concerns such as allergies of other clients and staff may be discussed. Only house pets will be considered for visits.
- The pet owner must provide proof of vaccinations to the Patient Care Manager.
- Security will provide the owner with a photo ID for the animal.
- Visits will be scheduled in advance with the Patient Care Manager unless other arrangements are made. Visits will be limited to one half-hour visit per week. After one month, an evaluation will be done by the Patient Care Manager to determine if the frequency of visits should be changed.

- Whenever possible, the client will meet the pet in an area such as a private room or the front entrance to limit exposure of other clients to the animal.
- Pets must be in a cage or on a leash while they are in the building.
- Pet owners are liable for the action of their pets while on Bridgepoint Hospital property.
- The animal's comfort needs must be attended to prior to the visit. The person accompanying the animal is responsible for all clean up activities related to the pet while on Bridgepoint Hospital property.

3.3 Pet Therapy Program

Bridgepoint Hospital currently has a Pet Therapy Program organized by Volunteer Resources.

Pet Therapy Teams need to be certified with a recognized Pet Therapy Provider organization e.g. Therapeutic Paws of Canada, The Delta Society etc. Reevaluation may be required if the behaviour of the animal changes or becomes aggressive.

The volunteer provides copies of the animal's immunizations and keeps the shots up to date.

The Recreation Therapist in conjunction with the volunteer, other care team members and patients will determine who the pet therapy team will visit.

The volunteer must self-screen for any symptoms of communicable disease and check the pet before each visit for flea & tick. Animals brought into the facility should be well groomed and

The animal handler will carry an alcohol-based hand rub, provided by Bridgepoint, and offer the product to anyone who wishes to touch the animal.

The person bringing the animal is responsible for all clean-up activities related to the animal. Gloves are to be worn when cleaning up any animal excreta and disposed of as biowaste.

Animals who have had incidents of biting or scratching will not be permitted to return.

3.4 Exotic Animal Visitation

Therapeutic Recreation schedules events featuring exotic animals. These may include animals identified as being of higher risk of causing human infection or injury, including:

- Reptiles and amphibians (e.g. lizards, turtles, frogs, salamanders)
- Nonhuman primates
- Hamsters, gerbils, mice, and rats
- Hedgehogs, prairie dogs, or any other recently domesticated animal species

- Other animals that have not been litter trained or for which no other measures can be taken to prevent exposure of patients to animal excrement.
- No food or beverages are permitted during the program.
- Environmental Services are notified in advance of the program so that they can arrange to thoroughly clean the area before it is used for any other purpose.
- Patients are to receive educational messages regarding the risks of interacting with the animals and the importance of hand hygiene. They are not to pet, touch, feed, or be licked by the animals.
- Patients are to be assisted in performing hand hygiene when leaving the program.

3.5 Animal-Related Injuries

Skin tears should be irrigated with large volumes of sterile normal saline via a syringe and then dressed appropriately.

Puncture wounds are most likely to occur as a result of a bite. They are difficult to irrigate, so allow the site to bleed but DO NOT SQUEEZE. The area should be washed with soap at the nearest sink. If the wound is deep or the client is immunocompromised, an antibiotic may be needed. Until healed, the wound should be examined at least daily for signs of infection and the client assessed for systemic infection.

4.0 Accessibility

The ultimate goal of Bridgepoint Health 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 Bridgepoint Health provides goods and services to people with disabilities can be made by contacting Patient Relations Office at 416-461-8252 x 2026 or by email: accessibility@bridgepointhealth.ca. Comments cards can also be completed. These cards are available on every floor/unit outside the elevators and returned confidentially to comment boxes located in the same area. For further information concerning our Customer Service Policy Statement: Providing Goods and Services to People with Disabilities, please visit www.bridgepointhealth.ca/accessibility.

5.0 AUTHORITY

Vice President, Programs, Services & Professional Affairs & CNE

6.0 REFERENCES

Lefebvre SL, Golab GC, et al. Guidelines for animal-assisted interventions in health care facilities. *Am J Infect Control* 2008; 36:78-85.

CDC. Compendium of Measures to Prevent Disease Associated with Animals in Public Settings, 2011 60(RR04);1-24

Duncan SL. APIC State-of-the-Art Report: The implications of service animals in health care settings. *Am J Infect Control* 2000; 28: 170-80.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; Appendix B: Customer Service Policy Template; Ministry of Community and Social Services, October 2008. Updated April 2009.

		POLICY No:	AQ 021 Replaces AQ010 & AQ020
TITLE:	Patient & Family Feedback Management	ORIGINAL ISSUE DATE:	November 2006
CATEGORY:	Quality and Patient Safety and Patient Relations	REVIEWED / EFFECTIVE DATE:	October 2013
		REVISION DATE:	
ISSUED BY:	Quality, Safety and Professional Affairs Steering		
APPROVED BY:	Quality, Safety and Professional Affairs Steering		

3.0 POLICY STATEMENT

In keeping with patients Rights and Responsibilities and the Patient Declaration of Values, Bridgepoint recognizes and supports the right of patients and families to *freely express personal feelings, values, criticisms and grievances without fear of reprisal, discrimination or deprivation.*

In accordance with the Excellent Care for All Act Bridgepoint’s patient relations process exists to ensure there is a resolution process whenever a disagreement about the goals of treatment or the means of achieving those goals occurs.

This policy outlines the process for the management of patient and family feedback to support a positive patient experience. Hospital leaders, physicians and staff will react promptly, courteously and considerately to positive or negative feedback received by them in the course of their hospital duties and in relation to their hospital responsibilities.

4.0 PURPOSE AND SCOPE

Bridgepoint staff and physicians are responsible for creating a trusting and respectful relationship with patients and their families. Information received from patients / families /visitors on their experience when in the hospital will be acted upon and will be considered as part of the hospitals continuous quality improvement efforts.

The feedback management process encourages the inter-professional team to follow best practice guidelines to ensure any concerns are acknowledged quickly and there is a clearly understood process for complaint resolution.

Everyone in the organization is encouraged regardless of role to attempt to resolve concerns or complaints at the first point of contact where appropriate, to enhance the patient experience and to reduce unnecessary delays.

All patients and families are encouraged to communicate any concerns regarding service received and are entitled to a timely response. All feedback is considered legitimate and will be investigated promptly.

Patients and families are encouraged to speak to a member of their care team or the unit Patient Care Manager about any concerns or issues that they may have experienced. We also recognize that there may be circumstances in which patients, families or visitors may feel that additional support outside the team is required to address their concerns, in these instances, patients, families, or visitors may contact our Patient Relations office, who will work with them and the health care team to address their concerns and seek resolution.

If a concern is communicated by someone other than the patient, no patient information is communicated to the complainant unless consent from patient is obtained.

In addition, Patient Relations can be contacted by any member of the care team when they feel that doing so will support the resolution process.

Complaints involving staff and physicians will be escalated to the appropriate department lead for management in consultation with Human Resources where necessary.

3.0 DEFINITIONS

Feedback: Defined as compliments, complaints, suggestions and concerns that are presented to the organization.

RL6 Risk & Feedback Management System: Software used to document feedbacks received and actions taken to address patient and family concerns up to and including resolution.

Confidentiality: The confidentiality of feedbacks received will be respected where possible. The nature of complaints and concerns could lead to this request being unable to honor. In all cases, the complainant will be advised of such.

Complaint Investigation: This could involve: reviewing complainant documentation, patient's health record, discussions with relevant staff members, review of any and all policies, procedures etc.

Resolution Times: Resolution times vary and depend on the nature of the concern. Those complaints that are more protracted, usually involve concerns related to staff misconduct. In these cases, the manager of the employee involved will work with Human Resources to investigate the complaint.

4.0 PROCEDURE

- 4.1 The resolution process should be clear and available to everyone including staff, physicians and the public and is posted on the hospitals website.
- 4.2 Patients and families are encouraged to speak to a member of their care team or the unit Patient Care Manager about any concerns or issues that they may have experienced.
- 4.3 If patients and families feel that after discussing concerns with member (s) of the care team, that further attention is needed to address their concerns, they are encouraged to contact the patient relations office.
- 4.4 Teams refer to the **Concerns Resolution Guidelines (Appendix A)** to support the resolution of the issue.
- 4.5 Opening a Feedback file is the responsibility of the person who was initially contacted by complainant.
- 4.6 The unit patient care manager has accountability for actions related to following up, resolution and documentation of the complaint in the RL6 Risk and Feedback Management System
- 4.7 Subsequent follow up documentation is primarily the responsibility of the patient care manager of the unit where the patient is located. In the case of a complaint about another department or a physician the follow up documentation is the responsibility of the investigating manager or director.
- 4.8 No reference to lodging a complaint should be documented in or form any part of the patient's health record. Any care or treatment decisions subsequent to the complaint being received shall be documented in the patient's health record.
- 4.9 Complaints/concerns received that are legal in nature are escalated to Director, Enterprise Risk and Emergency Preparedness.

5.0 ACCESSIBILITY

The ultimate goal of Bridgepoint Health 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 Bridgepoint Health provides goods and services to people with disabilities can be made by contacting Patient Relations Office at 416-461-8252 x 2026 or by email: accessibility@bridgepointhealth.ca. Comments cards can also be completed. These cards are available on every floor/unit outside the elevators and returned confidentially to comment boxes located in the same area. For further information concerning our Customer Service Policy Statement: Providing Goods and Services to People with Disabilities, please visit www.bridgepointhealth.ca/accessibility.

5.0 AUTHORITY

VP Programs, Services and Professional Affairs and Chief Nursing Executive

6.0 REFERENCES

Excellent Care for All Act, 2010

Bridgepoint Patient Declaration of Values, 2010

Bridgepoint Patient Rights and Responsibilities

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07; *Appendix B: Customer Service Policy Template*; Ministry of Community and Social Services, October 2008. Updated April 2009.

APPENDIX A CONCERNS RESOLUTION GUIDELINES AND PROCESS

- Acknowledge that feedback has been received in a timely manner is very important. Therefore, target timelines for responding should be established for acknowledging, responding to and resolving complaints.
- Concerns / complaints should be assessed to decide the most appropriate resolution process. Criteria to consider are:
 - Seriousness of the issue raised
 - Wishes, rights, of the complainant
 - Professional practice / Labor relations
 - Relevant legislation
 - Legal issues
- Investigations of complaints should analyze all the issues arising from complaint, rather than investigating only the individuals directly involved. This may include system, human, individual and organizational factors.
- Outcomes should include a range of possible solutions with explanation of how these solutions were decided upon.
- Patient privacy and confidentiality is protected at all times, therefore complaints communicated by someone other than the patient, the complainant is informed that consent from the patient must be received prior to discussing care details with complainant further. The investigation into the complaint will proceed based on the consent received or not.
- When there is disagreement about the care and treatment plan for the patient, individuals and teams should be guided by a conflict resolution framework outlined in the ***Conflict over treatment and care decisions policy (AP042)***

Concerns Resolution Process

The person receiving the concern / complaint should:

- Ensure that they have a clear understanding of the issues raised by the complainant.
- Attempt to resolve concerns complaints at the first point of contact where appropriate
- Provide an overview of the resolution process, timelines, etc.
- Forward concerns to applicable Managers, Directors or others for review and follow-up.

The manager / supervisor in receipt of the concern / complaint should:

- Contact the complainant to review the concerns and ensure that they have a clear understanding of the issues raised by the complainant
- Determined the most appropriate resolution process based on the nature of the concerns.
- Provide an overview of the resolution process, timelines, to the complainant.

- Establish a plan to investigating the complaint including identifying persons who will be able to provide additional information on the issue. The intent of the investigation is to determine what happened, why did it happen and how can it be prevented from happening again.
- Where appropriate, escalated to the Clinical Director, Patient Relations and/or Vice President.
- Consult with human resources for complaints concerning staff misconduct
- Consult with Patient Relations and Clinical Ethicist where additional support is required to find reasonable solutions to the issues.

APPENDIX B: PATIENT RIGHTS AND RESPONSIBILITIES

Every Patient has the right to:

- Be treated with dignity, courtesy and respect by all.
- Be cared for and spoken to in a manner befitting his/her status as an adult.
- Be assured that personal, medical and financial information is kept in confidence.
- Be free of any threat of psychological, verbal or physical abuse.
- Feel free to express personal feelings, values, criticisms and grievances without fear of reprisal, discrimination or deprivation.
- Live in a safe and clean environment.
- Have personal hygiene and grooming needs met to maintain and enhance a feeling of dignity and self-esteem.
- Be informed of his/her medical condition and proposed course of treatment and obtain a second medical opinion.
- Have his/her condition and treatment explained in terms easily understood.
- Refuse medical treatment and be informed of the medical consequences of this refusal.
- Participate in making decisions that affect daily life and have access to all members of the health care team for consultation.
- Have the freedom to review, with professional supervision, his/her medical records.
- Be supported in achieving his/her maximum level of independence.
- Enjoy privacy in counseling, treatment or personal care and be provided with space for private communication.
- Pursue social, cultural, recreational, religious and other interests regardless if they are contrary to the beliefs of others.

Every Patient has the responsibility to:

- Treat those involved in his/her care with respect.
- Disclose symptoms, condition, needs, wishes and concerns to appropriate persons.
- If able, inform Hospital staff if instructions related to care are not understood.
- Comply with known policies of the Hospital.
- Respect the privacy and rights of others and refrain from psychological, verbal or physical abuse or threat.
- Recognize the needs of other patients and families may sometimes be more urgent than his/her own needs.

APPENDIX C PATIENT DECLARATION OF VALUES

Patients at Bridgepoint Hospital value:

Voice/Communication

- Having a means of expressing their opinions, positive or negative, about their health care experience without fear of reprisal
- Having health care providers who actively listen to patient concerns
- Being able to communicate directly with providers
- Having access to translation services to aid in communication
- Having the necessary supports to assist with communication (e.g., translation, augmentative and alternative communication)
- Knowing that they can take issues to Patient Relations

- Knowing that communication regarding key patient care issues occurs between health care providers

Being Informed

- Receiving timely, accurate and complete health information (including options) to support informed decision making and active participation in care
- Being spoken to in a way the patient can understand
- Having handouts written at a level patient's can understand, avoiding jargon
- Being spoken to directly by the appropriate health care provider.

Engagement and Participation

- Actively participating in goal setting
- Actively participating in all aspects of their healthcare to the best of their ability and interest.

Giving Consent

- Having information provided in writing, where possible
- Giving/refusing consent for treatment and activities of daily living
- Knowing that consent is a process
- Having sufficient opportunity to ask questions, and reflect upon decisions
- Having revisions to treatment plan discussed
- Having capable decisions respected.

Quality Care

- Receiving high quality, compassionate, evidence-based care and services
- Having continuity in care providers, where possible
- Knowing that health care providers are up-to-date on training and education
- Having health care providers who understand the patient story
- Receiving fair and equitable treatment, balancing the competing needs of patients
- Receiving care in a clean environment.

Courtesy and Respect

- Being treated with courtesy, patience and respect, including respect for cultural diversity
- Having requests acknowledged
- Having follow through on requests
- Knowing that personal dignity will be respected
- Having symptoms including pain respected as genuine.

Confidentiality

- Knowing that personal, medical and financial information is kept in confidence
- Being asked personal questions in a quiet manner (inside voice) so as to minimize others hearing.

Privacy

- Being provided with as much privacy as possible especially during care and procedures
- Knowing that staff recognize closed bed curtains as a signal of privacy, and announce themselves before entering.

Independence

- Being encouraged and supported in achieving the maximum possible level of independence
- Knowing that support is available as needed
- Being challenged to achieve that which you are capable, while recognizing limitations.

Social and Other Practices

- Being aware of and able to pursue social, cultural, recreational, and spiritual practices
- Being encouraged & supported by other patients
- Having other patients respect their needs/boundaries.