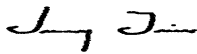
	<h1>Policy & Procedure</h1>	Section Accessibility	Number 29-004
Disruption of Hospital Services	Original Effective Date December 2009		
	Review/Revised Date(s) Apr. 17/12, Jan. 31/13, August 2014		
	Next Review Date: August 2017		
Authorization: Director of Corporate Affairs	 Signature:		

Purpose

The purpose of this policy is to outline practices and procedures in place at South Huron Hospital Association (SHHA; the Hospital) related to disruption of hospital services.

Policy

It is the policy of SHHA and in compliance with Bill 103, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Customer Service Standard, to provide timely notification to it's patients, staff and the public in the event of a service disruption that affects access to our facilities or services.

Departments Affected

All Hospital employees, volunteers and any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Hospital in accordance with the legislation.

Procedure

In the event of a service disruption to the Hospital's entrances, access roads, accessible washrooms, etc. or elevating device, the following procedure will immediately be taken into effect:

1. Hospital Maintenance Staff will immediately complete a Disruption in Service form (see Appendix A). The notice must be completed in full and include all of the following information:
 - a) The date of the disruption.
 - b) The nature of the disruption in service
 - c) The reason for disruption
 - d) The anticipated duration of the disruption (including start time and anticipated time the disruption will be resolved).
 - e) Complete listing of alternate means of access and where they are located
 - f) A contact number for more information

2. Hospital Maintenance Staff will then post copies of the completed Disruption of Hospital Services form in all of the following areas:
 - a) On the elevator door (on both the main floor and basement access door).
 - b) At the front entrance.
 - c) At front reception.
3. Hospital Maintenance Staff will communicate the disruption in service, including anticipated duration and alternate means available for accessing the building to the following people/departments:
 - a) Patient Registration: Registration will be asked to make an announcement overhead. Registration is also required to verbally communicate to patients and public who may be coming to departments that require the use of the elevator that there is a disruption. They will provide directions for the alternate means of access.
 - b) To all departments that may be affected by the disruption: Every attempt will be made to notify the department in person. If people from the respective departments are not available in person, then a voice mail with details of the disruption will be left on the department voice mail.
 - Physiotherapy
 - Speech-Language
 - VON Palliative Care
 - Diabetes Education
 - Director of Diagnostics/Operations or Delegate
 - Dietary
 - Housekeeping
 - One Care (located in basement) - in order to let the program know that members of the public may be accessing their external entrance to gain entrance to the basement.
4. In the case of a disruption that requires people to make alternate arrangements before coming to the Hospital (disruption to accessible parking spaces, accessible entrances, elevator, etc.), notices will also be provided on our website.
5. In the event of an extended disruption, each department will exercise at their discretion, based on patient caseload, whether or not clients will be individually notified about the disruption and the alternate means available for accessing the building.
6. The Director of Diagnostics/Operations or Delegate will be responsible for altering the One Care entrance security schedule to enable patients and members of the public to gain access to the building during the disruption of service.

Procedure for Completion of Service Disruption

Upon completion of the service disruption, the Maintenance Department will be responsible for the following:

- a) Removing all posted disruption in service notices.
- b) Requesting Registration to announce overhead that the disruption in service is now over.
- c) Informing all relevant departments that the disruption in service is now over as outlined in step 3. b) above.

- d) Informing the Director of Diagnostics/Operations or Delegate that the disruption in service is over so that the security schedule to the One Care doors can be re-set.

Related Documents

Notice - Disruption of Hospital Services - Appendix A

References

The Ottawa Hospital Accessibility Policy, December 17, 2012

Integrated Accessibility Standards Regulation (Ont. Reg. 191-11)

Bill 103, Accessibility for Ontarians with Disability Act, 2005 (AODA)

NOTICE

There is currently a disruption of Hospital service(s).

Date: _____
(dd/mm/yyyy)

Service(s) disrupted: _____

Reason for disruption: _____

Anticipated duration:

_____ Anticipated time the disruption will be resolved

Alternate means of access and locations:

For more information, please contact:

- Maintenance Department – 519-235-2700 X 5193
- Director of Diagnostics/Operations – 519-235-2700 X 5193

Thank you for your patience in this matter!