

ACCESSIBLE CUSTOMER SERVICE POLICY

Policy Name:	Accessible Customer Service Policy
Policy Number:	POL. 4.3.
Policy Owner:	Management
Approval Authority:	Executive Director
Date of Approval:	October 8, 2013
Revision Date:	

POLICY:

The HOS is committed to preventing, identifying and removing any barriers that could impede the ability of people with disabilities to access care and services. More specifically, HOS will use every reasonable effort to ensure that its policies, practices and procedures are consistent with the following principles:

1. That services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. That the provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. That persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.
4. When communicating with a person with a disability, all associates shall do so in a manner that takes into account the person's disability.
5. Every effort will be made by associates to accommodate and assist a person with a disability in the use of any form of assistive device or service, including the use of service animals and support persons, so that the person will be able to obtain, use or benefit from TRQSS' goods or services.

PROCEDURE:

1. Consumers or other stakeholders with a complaint or concern shall be first directed to have a discussion with the staff person(s) or other individual(s) that are involved in the situation.
2. If the discussion does not resolve the complaint or concern, or the consumer or other stakeholder is uncomfortable discussing the issue with the staff person(s) or other individual(s) involved, the consumer or other stakeholder should inform the Executive Director or Designate.
3. The Executive Director or Designate will attempt to resolve the complaint as soon as possible by meeting with the consumer or other stakeholder. The consumer has the right to bring a family member, friend or other representative to any meetings or discussions, with a prior approval of the Executive Director.
4. In cases where the complaint or concern involves the Executive Director, the consumer or other stakeholder shall inform the Board of Directors.
5. The Board of Directors will then forward the complaint or concern to the Executive Committee for review and advice. The Committee will then determine what action or recommendations are required and the Board President will inform the consumer or other stakeholder in writing of this information. It is the responsibility of the Executive Director to implement the recommendations.
6. If the concern or complaint is not resolved, he or she can request an appeal to the Local Health Integration Network (LHIN).
7. If the complaint is specifically related to a Ministry of Health funded program and not resolved by the LHIN, the consumer or other stakeholder can appeal to the Health Services Appeal and Review Board.

PROCEDURE FOR DOCUMENTATION AND RETENTION OF ALL COMPLAINTS:

1. The appropriate complaint form will be completed.

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2. Original, completed complaint forms will be filed sequentially by date in descending order, in a binder clearly labeled "Complaints". The binder will be stored in the cupboard in the Executive Director's office.
3. A copy of the complaint will be filed.
4. Completed complaint forms, originals and copies, will be retained for seven (7) years, in accordance with MS SAA requirements.

RELATED DOCUMENTS:

DOCUMENT NUMBER:	5.1
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