

Service Access For Everyone (SAFE)

St Joseph's is committed to providing person-centered Service Access For Everyone (SAFE) in an equitable and inclusive manner. In alignment with our organizational philosophy of care and values we respect the uniqueness of every individual and the diversity of the communities we serve.

Feedback

Patient or visitors who have accessibility concerns or issues can share their feedback with us by contacting the Patient Relations office:

- calling 416-530-6257
- email patientrelations@stjoe.on.ca
- mail to the attention of:

Patient Relations Department
St. Joseph's Health Centre
30 The Queensway,
Toronto, ON M6R1B5

- Feedback can also be provided through our website www.stjoe.on.ca.

Ideas?

Ideas to enhance accessibility for people with disabilities are welcomed. Please contact our Community Engagement & Urban Health Department at 416-530-6000 ext.3224.

For more information visit:

- SJHC's Respectful Work Place e-learning
- SJHC's Accessible Service for People with Disabilities Policy
- AccessOn www.mcass.gov.on.ca



*Accessible
Services for
People with
Disabilities*

*St. Joseph's Accessibility
Standards for
Customer Service*

ST. JOSEPH'S
HEALTH CENTRE TORONTO

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Accessible Services for People with Disabilities

St. Joseph's Accessibility Standards for Customer Services

What is the purpose of the Accessibility for Ontarians With Disabilities Act (AODA)?

It is to benefit all Ontarians by developing, implementing and enforcing accessibility standards.

The Act aims to achieve accessibility for Ontarians with disabilities no later than January 1, 2025.

Accessibility standards will be developed cooperatively by people with disabilities, by the Government of Ontario and by representatives of various levels of government, industry sectors and community stakeholders.

Which disabilities are covered by the AODA?

- Vision loss
- Hearing loss
- Deafblind, the combination of hearing and vision loss
- Physical disabilities
- Mental health disabilities
- Intellectual or developmental disabilities
- Learning disabilities
- Speech or Language impairments

When interacting with persons with disabilities:

- Speak directly to the person whenever possible and position yourself to achieve eye contact as appropriate.
- Listen to the person and offer to assist and communicate, where possible, in a manner that is identified by the person as most beneficial and appropriate.
- If you are not sure what to do 'just ask'. The person will let you know how best to provide service in a way that works for them.
- Be patient, supportive and courteous.
- Respect their dignity and independence.
- Honour those occasions when a person chooses to decline assistance.

St. Joseph's (SJHC) Accessible Services for People with Disabilities Policy Highlights:

- SJHC supports people with disabilities using their own personal assistive devices to access our services.
- SJHC welcomes a person with a disability with a service animal to all

areas of the hospital open to the public or third parties.

- SJHC welcomes any person with a disability to be accompanied by a support person while on the hospital premises.
- SJHC will provide notice for both future planned and unexpected disruptions in the facilities (e.g. elevators, access ramps, accessible parking, TTY phones, accessible washrooms) or temporarily unavailable hospital services that are used by people with disabilities.
- SJHC encourages and appreciates feedback regarding the way the organization provides services to people with disabilities.
- SJHC will provide public notice of the accessibility of the hospital's relevant documents through the SJHC website www.stjoe.on.ca.
- SJHC recognizes the importance of and will provide mandatory accessibility training for all staff, physicians, and volunteers who either directly serve or who may come in contact with hospital patients and/or visitors.