

# what you **NEED TO KNOW** about...

## Providing CHEO Services for people with disabilities

CHEO is committed to providing our services in a way that respects the dignity and independence of people with disabilities. We want to make sure that people with disabilities are able to use our services in the same way that any other person does.

### How does CHEO make services accessible for people with disabilities?

We strive to make our services accessible in all areas of the hospital.

#### Communication

We will teach CHEO staff, physicians, students and volunteers to communicate effectively and respectfully with people who have disabilities, in ways that take the disability into account.

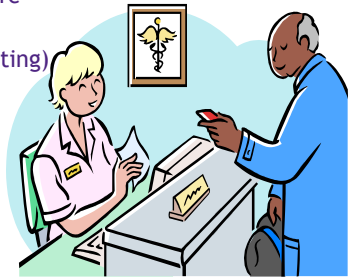
We will encourage staff speaking on the telephone to:

- Use clear and plain language
- Speak slowly and clearly
- Follow telephone and e-mail etiquette guidelines provided by our Learning Centre
- Use other ways to communicate when using the telephone is not suitable (for example; e-mail, TTY (teletypewriter), written notes or a face-to-face meeting)

For patients and family members who are deaf or hard of hearing, we:

- Can arrange for a sign language interpreter
- Have TTY machines in our Emergency Department and at the switchboard
- Have a public Bell TTY phone in our main lobby

If you'd like to use TTY to communicate with CHEO, call 613-738-3966.



#### Assistive devices

We will make sure that appropriate staff are trained and familiar with devices that people with disabilities can use to get and use CHEO's services.

#### Billing

On request, our finance department can provide invoices:

- In person
- Through the mail
- By fax
- By e-mail ([accounts@cheo.on.ca](mailto:accounts@cheo.on.ca))



#### Service animals and support people

We will give all staff, volunteers and others dealing with the public, training about how to interact with people who use service animals.

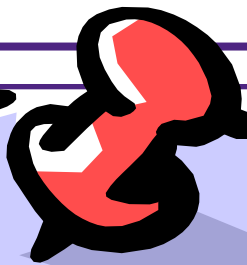
People with disabilities who use a support person are welcome to come to CHEO with their support person. We will make plans ahead of time with people who have disabilities if there are times when the support person cannot stay with them (for example, during surgery or some other medical procedures).

#### Support people and special events

If CHEO organizes an event where there will be fees for admission:

- Promotional materials for the event will clearly state that support people are welcome, and that people can make arrangements for support people with the event planners ahead of time
- We will also post this information on our website





Water leak!  
This washroom will be out of order until tomorrow.  
There is a wheelchair accessible washroom down the hall.

## Notices of temporary disruption

- CHEO will provide notice when facilities or services usually used by people with disabilities are disrupted (for example, elevators, access ramps, wheelchair parking, TTY phones, accessible washrooms).

This notice will include:

- The reason for the disruption
- How long it will last
- Alternate facilities (if available)

This information will be posted at the location and on the CHEO website as needed.

## Staff education

CHEO will provide education to all staff and volunteers who deal with the public. This education may be through group sessions, pamphlets or web based training modules. New staff will receive this education during hospital orientation.

Education will include:

- The purposes of the *Accessibility for Ontarians with Disabilities Act*, and the customer service standard requirements
- How to interact and communicate with people who have various disabilities
- How to interact with people who use assistive devices, service animals or support people
- How to access resources at CHEO that will help provide services to people with disabilities
- What to do if someone with a disability is having trouble accessing CHEO services
- CHEO's policies, practices and procedures relating to the customer service standard



## Opening our doors to everyone

We want every patient, family member and visitor to feel welcome at CHEO. We want to make sure that everyone can get the most out of our hospital and services. We do this by having:

- TTY machines in our Emergency Department, the main switchboard and a public Bell TTY in our main lobby
- Elevator buttons with Braille
- Wheelchair accessible washrooms and automated door openers throughout CHEO
- Elevators and ramps to make sure that everyone can get where they need to go
- Lifts to raise or lower people who use mobility devices (wheelchairs / scooters)
- Para-Transpo phones in the main lobby and on 2nd floor of the West Wing
- Wheelchair accessible family lounges and barrier-free showers



## We want to hear from you!

Talk with any CHEO staff member if you need help or want to share feedback. You can also call, write, or request a meeting with:

Christine Kouri Patient and Family Representative  
613-737-7600 extension 2203  
kouri@cheo.on.ca

If you leave a message, we'll get back to you within 2 business days.



## Want more info?

[www.cheo.on.ca](http://www.cheo.on.ca)

Ontario regulation under the Accessibility for Ontarians with Disabilities Act:

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)



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