

Assistive Equipment

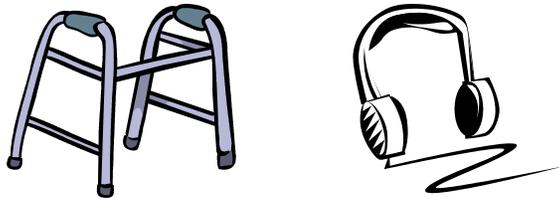
All patients and visitors to the LWDH are responsible for ensuring safe operation, maintenance and storage of all personal assistive equipment. All personal equipment should be clearly labeled with name and phone number.

LWDH staff are familiar with the use and operation of various assistive devices that may be used by patients with disabilities while accessing our services.

The LWDH may provide clients with short term use of certain required assistive devices, including:

* Mobility aids – ie , wheelchairs, walkers, crutches

* Hearing assistive devices – ie Pocket talkers, TTY Telephones



Billing

The LWDH will provide accessible invoices to all of our customers upon request. LWDH staff will answer any questions regarding the content of an invoice in person, by telephone or by e-mail.

Temporary Disruption

The LWDH will notify clients of any planned or unexpected disruption in the facilities or services usually used by people with disabilities, including the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted on our external website, and will be placed at all public entrances and service counters on our premises.

Self-Declaration of Impairment

If you wish to bring an impairment to the attention of LWDH staff, please ask to voluntarily complete a “Self-Declaration of Impairment” form. This form will be placed on your chart and will be used to identify your impairment and the strategies you wish to be utilized.

Further Information

Questions or suggestions regarding accessibility at the LWDH can be addressed to info@lwdh.on.ca, or call 807-468-9861 ext. 2243.

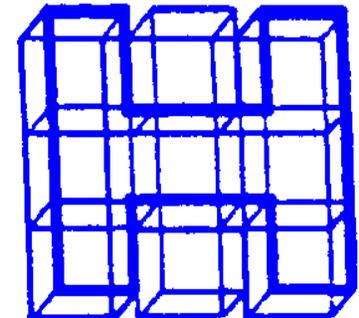
This form is available in alternative accessible formats.

Form # 400066



Accessibility at the Lake of the Woods District Hospital

“A Patients Guide to Accessibility”



Accessibility at LWDH

The Lake of the Woods District Hospital (LWDH) is committed to providing a respectful, accessible and inclusive environment for all of our patients, staff and visitors.

Accessibility Advisory Committee

The LWDH Accessibility Advisory Committee (AAC) is composed of both LWDH key staff and community users. The AAC guides the LWDH in ensuring that it's environment and services are accessible to all.

Accessible Parking

Designated Accessible parking spots are located in the Outpatient parking lot, and an Accessible Parking Permit (APP) must be displayed.

Support Persons

Support persons accompanying people with disabilities are welcomed at the LWDH. They can access any area of the LWDH, as long as it is safe and appropriate to do so (ie NOT in the Operating Room). If an LWDH staff is required as an escort or guide, please inform staff at the Admitting Desk and they will arrange for the appropriate assistance.

Communication

The LWDH staff are trained on how to interact and communicate with people with a variety of disabilities. Patients are encouraged to bring their own communication devices such as hearing aids. Hearing assistive devices such as "Pocket Talkers" are available for short term use upon request.



Telephone services

The LWDH provides fully accessible telephone services to our patients, and large button, variable volume and braille telephones are available upon request for admitted patients. As well, TTY telephones are located in the hospital front lobby.

LWDH staff will communicate with patients over the telephone in clear, plain language and speak clearly and slowly. The LWDH staff will communicate with patients by other appropriate means of communication (e.g. email or TTY relay services if telephone communication is not suitable to their communication needs or is not available.)

Service Animals

The LWDH welcomes Service Animals who are accompanying people with disabilities. When possible, please inform LWDH staff about your Service Animal before your appointment or procedure, particularly if you will be admitted and an animal care plan needs to be developed.

Service Animals do not require prior authorization to enter the LWDH when accompanied by the owner, subject to the following provisions:

- The owner must provide or arrange for all required care and attention for the animal.
- The animal must be clean and in good health.
- Proof of appropriate immunization is available upon request.
- For admitted patients, requests for overnight accommodation shall be directed to the appropriate Patient Care Manager or designate.

