

# CAMPBELLFORD MEMORIAL HOSPITAL

## Administration Manual

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SUBJECT:	<b>COMMUNICATION – ACCESSIBILITY</b>	NUMBER:	<b>1-155</b>
ISSUED BY:	ADMINISTRATION	DATE OF ISSUE:	MARCH 2010
ENDORSED BY:	ADMINISTRATION	REVIEWED DATE:	NOVEMBER 2017
APPROVED BY:	SENIOR LEADERSHIP TEAM	REVISED DATE:	FEBRUARY 2019

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### POLICY

Campbellford Memorial Hospital recognizes the principles of dignity, independence and equal opportunity. When communicating with a person with a disability, personnel shall do so in a manner that takes into account the person's disability.

Individual's sensorial disabilities will be afforded the opportunity to utilize enhanced technology and specific communication strategies when receiving care at CMH. Sensorial disability is defined by blindness, deafness, or a severe vision or hearing impairment.

### PROCEDURE

The following equipment is available at CMH to enhance communication between individuals who are hard of hearing or deaf, their families, staff, physicians and volunteers:

#### **Bell Canada Relay Service**

You can phone a deaf person even if you do not have a TTY. The Bell Relay operator types what the hearing person says and reads aloud what the deaf person types. Contact numbers are as follows:

1-800-855-0511 (Voice) 1-800-267-6511 (deaf)

#### **Volume controlled telephones**

For people with moderate to profound hearing loss. The phone also has easy to read large buttons, making it suitable for persons who are visually impaired.

**Translation or Interpreter Services:**

There is a directory of Sign Language Interpreters on the “H” Drive listing all Translators available in Ontario along with contact information. This directory will be updated regularly.

Language Interpreters are available by calling Quinte United Immigrant Services at **1-888-968-1065** 24 hours a day / 7 days a week.

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