

<b>Policy Title:</b>  <b>Accessibility: Interpreter/Translation and Alternate Format</b>	<b>Policy Owner:</b> Accessibility Advisory Team	
	<b>Approval By:</b> CEO	
	<b>Effective Date</b> November 1991	<b>Revision Date</b> March 2019
<b>Key Words:</b> Accessibility, translation, interpreter, language, interpret, translator, deaf, Canadian Hearing Society, sign language, language and sensory barriers, developmentally delayed, physical barriers, hand		

## POLICY

St. Thomas Elgin General Hospital is committed to providing accessible customer service to people we serve, consistent with the principles of independence, dignity, integration and equality of opportunity and within our hospital values of compassion, accountability, respect, excellence and safety.

## PROCEDURE

Members of the public may use their own interpreter support service, which may include having a person accompany them or use interpreter/translation services provided by STEGH. STEGH Multi-language support for patients and families is available through phone translation service as listed below. Other accessibility support services are listed.

### Accessible Support Services for People with Disabilities

Following is a list of suppliers that provide a variety of accessible support services available for many services at STEGH. The list also includes preliminary cost estimates and the timing necessary (where applicable) to arrange for services.

NAME	CONTACT INFO	SERVICE	Cost & Timing
<b>LANGUAGE TRANSLATION</b>			
<b>STEGH Multi-Language Support for Patients and Families</b>	Available through LSA: phone translation services available in-house	Individual phone sets are available on unit for access when needed. Staff can access medically qualified and experienced language interpreters 24/7.*  Ability to translate 200+ languages through specialized 2-headset phone application  Simple directions for use are provided on phone label. <i>*When using the phone service, please: Document use on the patient chart Notify your manager</i>	Dedicated toll-free phone number. This is a confidential service offered at no cost to patients.
<b>Language Exception: Low German</b>	If an occasion arises where translation is required for low German, please call: Mennonite Community Services 519-765-3026	People with language needs of Low German are unique; this language is not provided through our LSA phone service. First, we invite clients to bring their own resource for interpreter purposes.	

NAME	CONTACT INFO	SERVICE	Cost & Timing
<b>HEARING</b>			
<b>External Services (face to face);</b>	<b>Tel:</b> 519.642.7247 <b>Fax:</b> 519.642.1831 <b>Toll Free:</b> 866.833.7247 <b>Website:</b> <a href="http://www.acrosslanguages.org">www.acrosslanguages.org</a> <b>E-mail:</b> <a href="mailto:info@acrosslanguages.org">info@acrosslanguages.org</a>	There may be occasion when external face-to-face translation is required; this requires approval of your manager.  Across Languages Translation and Interpretation Service 129 & 131 Wellington Street London, ON	(notify your manager)
<b>Canadian Hearing Society</b>	Canadian Hearing Society 181 Wellington Street London, ON N6B 2K9 Ph: 519-667-3325 <a href="mailto:webmaster@chs.ca">webmaster@chs.ca</a>	Provides all information and services for alternative formats and communication for people who are culturally Deaf, oral deaf, deafened and hard of hearing  For (American Sign Language) ASL/LSQ (French) Sign Language Interpreter requests contact: Canadian Hearing Society 519-667-3325  For general free of charge information: <a href="http://www.chs.ca/">www.chs.ca/</a> *Clicking “Services” on the main menu, then “Employment Services” and finally “Services for Employers” on the right tool bar leads you to 3 documents entitled <b>What You Need to Know</b> (hiring people with hearing impairments), <b>Communication Tips</b> , and <b>Employer FAQ</b> For more information email <a href="mailto:oisinfo@chs.ca">oisinfo@chs.ca</a>	There will be charges for this service incurred by STEGH (notify your manager)
<b>VISION</b>			
<b>CNIB</b>	<a href="mailto:info@cnib.ca">info@cnib.ca</a> <a href="http://www.cnib.ca/en/Pages/default.aspx">www.cnib.ca/en/Pages/default.aspx</a> 749 Baseline Rd. London, ON N6C 2R6 519-685-8420	Community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted: -achieve their goals -increase their independence -have the confidence, skills and opportunities to fully participate in life All information for printed material, the font type and size, contrasting colours, texture etc. Is found within the document labeled <b>Clear Print Guide</b> - click “Accessibility Resources” then click “Clearprint” -Other valuable documents under “Accessibility Resources” include, <b>-Accessible Web Design</b> <b>-Making Events Accessible</b>	Free

NAME	CONTACT INFO	SERVICE	Cost & Timing
		<b>-Making Meetings Accessible</b>	
<b>EMOTIONAL &amp; MENTAL ILLNESS</b>			
<b>STEGH Mental Health Care</b>	<u>Contact Numbers:</u> Inpatient Mental Health Care phone Ext. 2755 Outpatient Services phone: 519-637-0511 is circumstances where you require additional expertise	<b>Alternative Formats</b> Having a quiet spot away from distractions, plain (clear) language, and an understanding that a person may choose not to identify his/her disability but may request such alternatives are but a few of the alternative formats for communication and information for individuals with emotional, mental and focusing disabilities	Free
<b>PHYSICAL</b>			
<b>Spinal Cord Injury Ontario</b>	<a href="http://www.sciontario.org">www.sciontario.org</a>	Champions excellence in service, advocacy and quality of life for people with spinal cord injuries SCI offers services that include, <b>General Information services</b> If you've got questions, Information Services should be your first call; we speak from experience and are your one stop shop for information on almost any area you might be interested in exploring, from travel, sports, entertainment, public transportation services, adapted equipment, vehicle modifications, accommodation, to accessibility standards <b>Information for employers:</b> -Connect quality employers like you with qualified, motivated candidates who can do the job; since our placement service is funded by the provincial government, this service is provided to you free of cost <b>Alternate Formats</b> Alternative formats for individuals with a mobility disability will include having all material at the appropriate height for reading, writing and speaking with the person providing the service	Free

## REFERENCES

Accessibility: Persons with Disabilities Policy  
*This procedure replaces Accessibility: Interpreter List*  
 Contact: email [AccessibilityTeam@stegh.on.ca](mailto:AccessibilityTeam@stegh.on.ca)