

Providing and Refusing Care Standard

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In Effect: May 1, 2018

1. No Discrimination

Physiotherapists must not make decisions about providing care based on discriminatory reasons.

The [Ontario Human Rights Code](#) prohibits discrimination on any of the following grounds:

- age
- citizenship
- disability¹
- ethnic origin
- place of origin
- creed
- ancestry, colour, or race
- sexual orientation
- sex (including pregnancy and breastfeeding)
- gender identity, gender expression
- marital status (including single status)
- family status

2. Accessibility²

Physiotherapists must ensure that their care and facilities comply with the requirements of the [Accessibility for Ontarians with Disabilities Act](#).

¹ Disability means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
 - (b) a condition of mental impairment or a developmental disability,
 - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (d) a mental disorder, or
 - (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- Ontario Human Rights Code, R.S.O. 1990, c. H.19, s. 10(1)**

² Accessibility means removing barriers for individuals with disabilities so that they can access goods, services, and facilities. Some examples of meeting the accessibility standards include:

- making at least one service counter accessible to people who use mobility devices, such as wheelchairs
- providing information in large print to a patient who has impaired vision
- creating a policy that identifies any assistive measures that you offer to help people with disabilities access your services

3. Discontinuing Care

When a patient needs physiotherapy, a physiotherapist who wants to discontinue care must ensure that one or more of the following conditions are met:

- the patient requests the discontinuation,
- alternative services have been arranged,
- the patient has been given a reasonable opportunity to arrange alternative services,
- the physiotherapist is unable to provide care that meets the standards of practice because there are not enough resources available,
- the patient has failed to pay for physiotherapy services received within a reasonable time, and all reasonable attempts made by the physiotherapist to facilitate payment have been unsuccessful,
- the physiotherapist believes that the patient may become abusive,
- the patient has not cooperated or complied with the treatment plan and the result is that the care is not effective, or
- [a professional boundary has been breached](#) and all reasonable steps have been taken to manage the behavior.

4. Providing care during a public health emergency

When making decisions about providing care during a public health emergency³, physiotherapists must:

- Understand the nature of the public health emergency and remain informed about the relevant federal, provincial and local response plans.
- Consider their personal competencies relevant to the care needed during the public health emergency and make decisions about their involvement accordingly.

³ An emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9, s. 1.

A public health emergency is an emergency that may put human health at risk.