

## Accessibility Statement for Hospice Niagara

### Statement of Commitment

At Hospice Niagara we are committed to meeting our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Hospice Niagara operates in compliance with the Ontario Human Rights Code. To this end, policies with clear accountabilities have been implemented that affirm and protect the right to care and treatment which is accessible, inclusive, secure, and respectful to all.

### Policies

We are committed to providing excellent customer service and opportunities to all patients, visitors, employees and volunteers inclusive of individuals with disabilities.

### Assistive Devices

We will ensure that our employees are familiar with various assistive devices that we have on site that may be used by individuals with disabilities.

### Service Animals

We welcome individuals with disabilities and their service animals are allowed in all areas of Hospice Niagara that are open to the public. Where it is unclear if an animal is a service animal documentation from a registered professional may be required.

### Support Persons

We welcome support persons accompanying individuals with a disability. Support persons may be required to sign confidentiality agreements.

### Notice of Service Disruption

We will notify stakeholders if there is a disruption at Hospice Niagara services usually used by individuals with disabilities. We will explain the reasons for the disruption, how long it will last, and if alternative facilities or services are available. We may not be able to give advance notice if it is an emergency disruption.

### Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## Training

We are committed to training all employees, volunteers, students and others who deal with the public or other third parties on our behalf on:

- accessible customer service
- requirements of the Integrated Accessibility Standards Regulation
- aspects of the Human Rights Code that relate to accessibility

Training will be provided within 3 months of hire or as soon as reasonably possible.

## Design of Public Spaces/Procurement

We will incorporate accessibility criteria and features when procuring, or acquiring goods, services or facilities, including self-service kiosks if/when applicable. If it is not practicable to do so, we will provide an explanation, upon request.

## Information and Communications

We will communicate with individuals with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will also meet internationally-recognized WCAG 2.0, Level AA website requirements in accordance with timelines set out in the Integrated Accessibility Standards Regulation or as soon as practicable.

## Multi-Year Accessibility Plan

We will maintain a multi-year accessibility plan outlining our strategy to prevent and remove barriers and meet accessibility requirement. We will review and update the accessibility plan annually. A copy of the plan will be made public on our website.

## Changes to Policies

We will modify or remove a policy that does not respect and promote the dignity and independence of individuals with disabilities.

## Feedback

We welcome feedback, including feedback about our services to individuals with disabilities. Individuals who wish to provide feedback can either send their submission by e-mail ([accessibility@hospiceniagara.ca](mailto:accessibility@hospiceniagara.ca)), phone (905-984-8766) or mail (403 Ontario St., Unit 2, St. Catharines, ON, L2N 1L5).

Carol Nagy  
Executive Director

Date: January 8, 2020

This document will be posted publically on the Hospice Niagara website ([www.hospiceniagara.ca](http://www.hospiceniagara.ca)) and can be made available in alternative formats, upon request.

*We rely on your donations to provide our programs and services throughout Niagara. Official income tax receipts are provided for donations of \$20 or more.*

<b>The Stabler Centre</b>	<b>Welland Office</b>
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