

# Hospice Niagara - Multi Year Accessibility Plan

Type Of Barrier	Area	Description	Action	Responsibility	Timeline	Comments
Communication	Website	Website not currently accessible	Website is being redesigned to meet accessibility requirements	Manager, Marketing & Communications	Dec-19	Project experiencing delays, new launch date Mar 31, 2020
Communication	TTY Line	There is not an existing TTY Line	Review requirements and associated costs	Manager, Quality & Facilities	Nov-19	Under review
Attitudnal	Training	Existing awareness program needs enhancement and ensure staff compliance.	All staff and volunteers to be trained on accessibility guidelines and customer service annually. Send information and link to the appropriate website and ensure that all staff and volunteers complete the training.	Manager, Human Resources	Ongoing	Staff will receive a refresher training annually beginning November 2019
Physical and Archetectural	Front Entrance - Main	Grading has fallen at front entranceway.	Metal transition strip in place temporarily to level grading. Rankin Construction has been contracted to correct.	Manager, Quality & Facilities	Nov-19	COMPLETE
Physical and Archetectural	Front Entrance - Residence	After-hours entrance door is not accessible however request for assistance can be made via intercom system.	Install accessible button on door.	Manager, Quality & Facilities	2020	Grant to fund required.
Physical and Archetectural	Day Hospice - Entrance from lobby	Uneven floor levels at doorway.	Transition installed.	Manager, Quality & Facilities	2017	COMPLETE
Physical and Archetectural	Family Room/Kitchen	Paper towel dispenser not accessible for those in wheelchairs	Relocate to side wall.	Manager, Quality & Facilities	Oct-19	COMPLETE
Physical and Archetectural	Outside Walking Pathways	Current pathways require widening to accommodate wheelchar and support person side by side.	Rankin Contstruction has been contracted to complete the work.	Manager, Quality & Facilities	Nov-19	Pathways are already accessible for those using assistive devices including wheelchairs.

Physical and Archetectural	Residence Rooms	Rooms and equipment cannot accommodate barriatric patients	Barriatric beds, wheelchairs, lifts and commodes. New construction would be required in existing facility to accommodate.	Director of Care	2023	Barriatric patients are able to be referred for care in other facilities
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**A copy of this plan will be made public on the Hospice Niagara website and will be made available in an accessible format upon request. This plan will be reviewed an updated annually.**

**Effective:** November 2019

**Review:** November 2020