

St. Joseph's Hospice of Sarnia Lambton			
Chapter:	Administration	Policy No.	AODA-1
Section:	Accessibility for Ontarians with Disabilities	Issued:	Oct 26 2017
Subject:	Integrated Accessibility Standard Regulations (IASR)	Effective:	Oct 26 2017
Issue to:	All Manual Holders	Page:	Page 1 of 2
		Revision:	
Approved by:	Executive Director and Board of Directors	Revised:	

1 POLICY

- 1.01 St. Joseph's Hospice is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

2 PURPOSE

- 2.01 St. Joseph's Hospice is committed to training staff and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

St. Joseph's Hospice is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications material in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

3 SCOPE

- 3.01 St. Joseph's Hospice will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

All website content will conform with WCAG 2.0, Level AA (excluding live captioning and audio description) by January 1, 2021.

4 DEFINITIONS

- 4.01 Customer: A customer can be anyone who is accessing Hospice's goods, services or facilities. They may be paying and non-paying members of the public, and individuals we may refer to as clients, residents, guests, and visitors. Customers can also be other businesses or organizations (also referred to as third parties).

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5 REFERENCE and RELATED STATEMENTS of POLICY and PROCEDURES

5.01 Accessibility for Ontarians with Disabilities Act, 2005

AODA-2 – Customer Service – Including the Provision of Goods and Services to People with Disabilities

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

6 PROCEDURE

6.01 St. Joseph's Hospice is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will create an individual accommodation plan and/or workplace emergency information for any employee who has a disability. Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

St. Joseph's Hospice will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Outdoor public eating areas

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.