



Multi-Year Accessibility Plan for St. Joseph's Hospice

Part 1: St. Joseph's Hospice's strategy to meet the following requirements of the IASR

AODA Standard	IASR requirement	Due Date	Steps to take	Anticipated Barriers and Plans for Barrier Removal	Completion Status
IASR General Requirements	Create policies and procedures for each standard	Jan. 1, 2019	Hospice AODA Advisory Committee to create policies and finalize for approval by Board of Directors.	Hospice AODA Advisory Committee to review policies annually and update to reflect any changes to regulations.	Completed
	Create Multi-Year Accessibility plans	Jan. 1, 2019	Hospice AODA Advisory Committee to create multi-year plans.	Review plan at Hospice AODA Committee and finalize/approve.	Multi-year Accessibility Plan developed and approved by AODA Advisory Committee. (Completed)
	Consider accessibility features when designing, procuring or acquiring self-kiosks	Jan. 1, 2019	N/A	N/A	N/A
	Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility	Jan. 1, 2019	<p>Develop/source training resources that comply with IASR requirements and on aspects of the Human Rights Code that relate to accessibility for all Hospice staff and volunteers participating in the development of organizational policy and other persons who provide goods, services or facilities on behalf of St. Joseph's Hospice.</p> <p>Develop processes to ensure training is provided and tracked to demonstrate compliance.</p>	<p>St. Joseph's Hospice supervisors, ensure that each employee completes the required training through Hospices' on-line Learning Management System.</p> <p>St. Joseph's Hospice Volunteer Program, in collaboration with each department of the organization, ensures that all volunteers receive the required.</p>	<p>All current employees received the required training through the online Learning Management System, with ability to provide compliance reports. (Complete)</p> <p>All new employees receive the required training, as soon as practical, through the online Learning Management System, with the ability to track compliance. (Ongoing)</p> <p>All current volunteers received the required training through in-person sessions or self-directed learning through an Accessibility Training Resource Guide, with the ability to provide compliance reports. (Completed)</p> <p>All new volunteers are trained during orientation, through self-directed learning or in-person sessions (as required), with the ability to track compliance. (Ongoing)</p>



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IASR General Requirements	Update Multi-Year Accessibility Plan	Jan. 1, 2019	Hospice AODA Advisory Committee to review multi-year accessibility plans and update as required.	Establish Hospice AODA Advisory Committee Terms of Reference and Work Plan to ensure multi-year accessibility plans are reviewed quarterly, and updated as required/appropriate.	Hospice AODA Advisory Committee combined with the Health & Safety Committee. (Completed) Development of Committee TOR and Work Plan. (In progress)
	Complete government accessibility report	Dec. 31, 2019	Complete and submit report.	Executive Director to take accountability for report completion and submission.	Report submitted. (Complete and ongoing each December.)
	Post Policy and Work plan on website		Post approved AODA Policies and Multi-year Accessibility Work Plans on St. Joseph's Hospice website.	Working with Communications Resource staff, Hospice Executive Director to take accountability for ensuring Policies and Work Plans are posted on Hospice website.	AODA Policies and Multi-year Accessibility Work Plans posted on Hospice website. (Completed)
Information & Communications	When asked, make your emergency and public safety information accessible to the public	Jan. 1, 2019	Hospice Communications Resource staff to take required training to develop/convert documents into accessible formats. Review emergency and public safety information we provide. Develop a process for responding to requests and supports.	The Hospice Communications Resource staff, working with Hospice staff, supports requests for the provision of accessible formats.	completed and ongoing
	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2020	Ensure website renewal takes into consideration all IASR requirements.	St. Joseph's Hospice Executive Director, working in collaboration with Hospice Communications Resource staff, ensures website renewal is conducted in consultation with IT experts, knowledgeable about IASR requirements.	In progress New website being developed



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Information & Communications	Make your feedback processes, like surveys or comment cards, accessible when asked	Jan. 1, 2019	Hospice Communications Resource staff to take required training to develop/convert documents into accessible formats. Develop a process for responding to requests for alternative formats and supports.	The Hospice Communications Resource staff, working with Hospice staff, supports requests for the provision of accessible formats.	Completed and ongoing
	Make information about your organization's goods, services and facilities accessible upon request	Jan. 1, 2019	Hospice Communications Resource staff to take required training to develop/convert documents into accessible formats. Develop a process for responding to requests for alternative formats and supports.	The Hospice Communications Resource staff, working with Hospice staff, supports requests for the provision of accessible formats.	Completed and ongoing Added Feedback Log
	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	Ensure website renewal takes into consideration all IASR requirements	St. Joseph's Hospice Executive Director, working in collaboration with Hospice Communications Resource staff, ensures website renewal is conducted in consultation with IT experts, knowledgeable about IASR requirements.	On track
Employment	When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2019	Review emergency information and determine which employees need help. Prepare and provide information to these employees in an accessible format if required. Follow up with employees periodically, or as required.	Incorporate into St. Joseph's Hospice human resources (HR) policies, practices and accountabilities.	Completed and ongoing



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AODA Standard	IASR requirement	Due Date	Steps to take	Anticipated Barriers and Plans for Barrier Removal	Completion Status
Employment	Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	Jan. 1, 2019	Incorporate into St. Joseph's Hospice recruitment policies and practices.	St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
	Notify new hires and staff of policies for accommodating employees with disabilities	Jan. 1, 2019	Incorporate into St. Joseph's Hospice policies and practices.	St. Joseph's Hospice Human Resources Director (or delegate), in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
	Have in place a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2019	Incorporate into St. Joseph's Hospice policies and practices.	St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
	Have a written return to work process in place for employees who have been absent due to a disability	Jan. 1, 2019	Incorporate into St. Joseph's Hospice policies and practices.	St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
	If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	Jan. 1, 2019	Incorporate into St. Joseph's Hospice policies and practices.	St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
	Make new or redeveloped spaces accessible	Jan. 1, 2021	Identify and inform relevant stakeholders of Standards and required guidelines to ensure compliance.	Ensure Hospice AODA Advisory Committee is informed, provides input and reviews associated work plan for all new or redeveloped Hospice accessible public spaces.	In progress



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<p style="text-align: center;">Design of Public Spaces</p>	<p>Maintain accessible elements of public spaces</p>	<p>Jan. 1, 2021</p>	<p>Ensure accessible elements of public spaces under St. Joseph's Hospice's responsibility and our Landlord's responsibility are maintained.</p>	<p>Incorporate site audits into the Hospice AODA Advisory Committee Work Plan to ensure regular reviews and updates of Hospice accessible spaces.</p> <p>Communicate with Landlord to inform of any accessibility deficiencies in property/building public spaces. Review and identify potential/future deficiencies through regular tenant meetings.</p>	<p>Ongoing</p>