



<i>Policy & Procedure:</i>	ACCESSIBILITY STANDARDS FOR SERVICE TO THE PUBLIC		
<i>Performed by:</i>	Kim Sheldrick		
<i>Approved by:</i>	Lisa Sullivan		
<i>Date Approved:</i>	January 16, 2015	<i>Date Reviewed:</i>	December 15, 2014
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Policy Statement

The following policy, practices and procedures have been established to commit hospice to excellence while enhancing the quality of life for individuals served in a barrier free environment. This policy governs the provision of Hospice Care Ottawa services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 “Accessibility Standards for Customer Service”.

Purpose

Hospice Care Ottawa will implement, update and use all reasonable resources to ensure that its policies, practices and procedures are consistent with the following principles:

Equal Opportunity: Individuals with disabilities will be given an opportunity to access and engage in our services equal to the services given to others.

Integration: Goods and services provided to individuals with disabilities and others will be integrated unless an alternate approach is necessary. This action can be offered on a temporary or permanent basis.

Dignity and Independence: Programs and services will be provided in a manner which respects dignity and independence of individuals with disabilities. All individuals will be assisted with permission of each individual.

Commitment

With reference to our mission and values Hospice Care Ottawa ensures policies and procedures are consistent with the principles outlined in the Accessibility Standards for Customer Service. Our programs and services will be provided in a manner that respects all individuals equally.

Communication

Individuals with disabilities are encouraged to contact Hospice Care Ottawa to discuss how we can take their disability into account when providing programs and services. We can communicate in writing, by electronic mail, by telephone or in person. Our staff and volunteers can communicate and interact with individuals with various types of disabilities.

Assistive Devices

We are committed to serving individuals with disabilities who use assistive devices to access our programs and services. Staff and volunteers are familiar with various assistive devices and how to support individual needs when using an assistive device.

Service Animals

Some individuals are recognized as having disabilities that are supported by a service animal. These individuals and their service animal are welcome at Hospice Care Ottawa. Both the individual and service animal will be accepted in all areas of the hospice where boundaries for animals are not set. A service animal cannot be in the commercial food service preparation room. We ensure volunteers and staff are trained with the support required for the individual as well as the service animal.

Support Persons

We recognize that some individuals with disabilities require a supporting individual for assistance while accessing our programs and services. This supporting individual will also be allowed to enter our premises and have access to the individual with disabilities at all times. Support individuals will be required to understand and accept Hospice Care Ottawa confidentiality policies.

Disruption Notice

Hospice Care Ottawa will provide the public with notice of planned or unexpected disruption in services and programs as soon as this information can be made available. When possible the reason for the disruption and the anticipated duration of the disruption will be shared. The notification will be posted on main entrance and exit doors. When possible a notice will be added to the website. The notification for individuals scheduled to attend programs or receive services will be made by telephone.

Training Staff and Volunteers

Training for staff and volunteers directly serving and assisting individuals with disabilities will be practiced on an ongoing basis. New staff and volunteers will receive *Accessibility Standards for Customer Service* training as part of their orientation. Along with this orientation, staff and volunteers will learn how to communicate and interact with individuals with various types of disabilities, inclusive of those who use assistive devices, service animals or supporting individuals. Hospice Care Ottawa will maintain records of this training.

Feedback

This policy has been implemented to serve individuals with disabilities equal to all others. Comments on our programs and services are welcome. Privacy will be respected and feedback will be followed up with possible action or comment.

Please forward feedback in writing to Hospice Care Ottawa Executive Director Lisa Sullivan 114 Cameron Avenue, Ottawa, Ontario K1S 0X1 or on our website www.hospicecareottawa.ca through the Contact Us tab. If a telephone call is preferred Lisa Sullivan can be reached at 613-260-2906 Extension 227. Feedback that may be negative or may require action will be reviewed in a fair amount of time and a reply will follow after a review of the feedback or comment has taken place.

Related Information Source

www.AccessON.ca/compliance