

HOSPICE CARE OTTAWA

**The Accessibility for Ontarians with
Disabilities Act (2005)**

JANUARY 2020

Multi Year Plan 2019-2023

May Court Hospice
114 Cameron Avenue
Ottawa, ON K1S 0X1
Tel: 613.260.2906
Fax: 613-260.5510

Ruddy-Shenkman Hospice
110 McCurdy Drive
Kanata, ON K2L 2Z6
Tel: 613.591.6002
Fax: 613.591.7002

La Maison de l'Est
879 chemin Hiawatha Park
Orléans, ON K1C 2Z6
Tel: 613.424.6560
Fax: 613.424.6570



*When comfort matters most
Sous l'aile du réconfort*

January 23, 2020

Hospice Care Ottawa - Multi-Year Accessibility Plan – 2019-2023

Hospice Care Ottawa is a community-based charitable organization whose mission is to accompany and support individuals, and their families, through their end of life journey by providing compassionate, high quality care. Hospice Care Ottawa programs include day hospice, home support, family support, and residential hospice services. Hospice Care Ottawa delivers these services at three sites: May Court Hospice, La Maison de l'Est, and Ruddy-Shenkman Hospice. We rely on and value the contribution of volunteers who contribute to every aspect of our programs. Hospice Care Ottawa is looking for people to work in a supportive integrated environment who are committed to supporting the highest quality palliative care.

A. Purpose & Commitment

A.1 The multi-year accessibility plan 2019-2023 for Hospice Care Ottawa (HCO) outlines the policies and actions HCO has and will continue to implement to provide accessible services and equal opportunity employment.

A.2 Hospice Care Ottawa (HCO) is committed to treating all people in a way that allows them to maintain their dignity and independence. HCO believes in diversity, integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Regulation* (the "ISAR") of the *Accessibility for Ontarians with Disabilities Act* ("AODA").

B. Senior Leadership & Accessibility Committee

B.1 Hospice Care Ottawa Senior Leadership along with our staff and volunteers focus on quality customer service and care, as well as equal opportunity employment. As part of this multi year accessibility plan Senior Leadership will work together to create an Accessibility Committee by September 2020. The committee will consist of two or more members of the Senior Leadership team, two or more volunteers and two or more staff members. This committee will meet twice a year beginning in October 2020. The purpose of this committee and these meetings will be to evaluate how HCO is meeting our purpose and commitment (A); evaluate how HCO is meeting section (C) below as well as review current AODA legislation to maintain compliance.

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Fax: 613.424.6570

B.2 Contact – Senior Leadership Jan 1, 2020

Executive Director Lisa Sullivan 613-260-2906 ext 227

Lisa.sullivan@hospicecareottawa.ca

Director Finance & Admin Kim Sheldrick 613-260-2906 ext 223

Kim.sheldrick@hospicecareottawa.ca

Manager, Volunteer & Community Services Jennifer Lockyer 613-591-6002 ext 237

Jennifer.lockyer@hospicecareottawa.ca

Manager, Residence Care Judy Cobus 613-591-6002 ext 229

Judy.cobus@hospicecareottawa.ca

Manager, Fund Development Susan McIntosh 613-260-2906 ext 224

Susan.mcintosh@hospicecareottawa.ca

C. Procedure

C.1 In order to meet and sustain compliance, Hospice Care Ottawa will review and update policies and procedures regularly to ensure high quality accessible services.

C.2 The multi-year accessibility plan focuses on the steps HCO will take to comply with Ontario's accessibility laws. The related initiatives support compliance with the existing Accessibility Standards in the following areas:

C.3 Customer Service

C.4 Information, Feedback and Communications

C.5 Employment Standards

C.6 Training

C.7 Barrier Free

C.3 Customer Service

C.3a Hospice Care Ottawa (HCO) will continue to ensure compliance with the Accessible Customer Service Standard.

C.3b HCO is committed to ensuring that people with disabilities work in an accommodating environment and receive accessible services in a timely manner.

C.3c HCO is developing accessible feedback processes in addition to the existing option to receive inquiries, concerns and suggestions by e-mail or telephone. The accessible feedback process will be part of the website AODA project deadline January 1, 2021.

C.3 Assessment January 2019 – need to meet AODA legislation related to website accessibility which will allow for expansion of the feedback process and allow customers/clients and the public access to information (WCAG 2.0 Level AA)

To Be Completed:

By January 1, 2021

C.4 Information, Feedback & Communications

C.4a Receiving feedback from our staff, volunteers, clients, families and our partners in care is an important part of our overall service assessment process. We will continue to build consultation strategies to engage key groups, including those representing people with disabilities.

C.4b By January 1, 2021, HCO's website will conform to WCAG 2.0 Level AA.

C.4c Information will be written and communicated verbally to advise all people of accommodations Hospice Care Ottawa is committed to extend upon request for interviewing, hiring, and volunteering.

C.4c Accessible Emergency Procedure Information: HCO will provide its stakeholders with available emergency procedures in an accessible format, upon request. We will also provide persons with disabilities with individualized emergency response information when requested and if required.

Assessment January 2019 – need to meet AODA legislation related to website accessibility which will allow for expansion of the feedback process and allow customers/clients and the public access to information (WCAG 2.0 Level AA)

To Be Completed:

By January 1, 2021

Assessment April 2013 – need to support the deaf community and language diversity

Completed:

-October 2013 partner with Sign Language Interpreting Associates Ottawa and the Champlain LHIN for language service support

Assessment – May 2015 reception sign in/out fire register requires a column to acknowledge who is present that may require support

Completed:-June 2015 - added section to sign in/out book to recognize person who require support or assistance while present

Assessment June 2018 – Fire Safety Plan requires updating to meet accommodations

Completed:

-April 2019 updated Fire Safety Plan – approved by City of Ottawa

Assessment January 2019 – Letters of offer and job postings require a clearer ability to accommodate clause.

Completed:

December 2019 – letters of offer and job postings have AODA training as a must have/must take; and ability to accommodate by request added

To Be Completed:

Assessment November 2019 - Expand written communications within the fire and evacuation plan and post further signage regarding guidance in the event of an emergency

Projected Completion Date – November 2020

C.5 Employment Standards

HCO will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization by:

- a. identify and remove workplace barriers;
- b. engage in inclusive employment processes for recruitment, retention, promotion, return to work, performance evaluation and employee development;
- c. provide managers, team leaders and supervisors with accessibility training, tools and templates to support employee/workplace accommodation and address non-discrimination;
- d. continuously review standards and best practices related to accessible employment.

Assessment January 2019 – Letters of offer and job postings require a clearer ability to accommodate clause.

Completed:

December 2019 – letters of offer and job postings written support and ability to accommodate by request were added to documentation

C.6 Training

Hospice Care Ottawa will provide training to all staff and all volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. HCO training will develop further to address barriers (C.7). Training will continue to be provided in a way that best suits the employees and volunteers. Training will include accommodations and support as requested by the employee or volunteer. This will include developing alternate formats, hosting accessible meetings and creating documents, processes and policies recognizing accessibility.

C.6 Assessment December 2016 – need for recorded training ADOA to staff and volunteers; recognizing diversity, inclusiveness and disabilities. (relates to C.5 as well)

Completed:

January 2017 – purchased online training membership to aid in training large numbers of staff and volunteers, extended support accommodations to train, added AODA mandatory training to hiring documents. ***NOTE - Ongoing – evolving section of the AODA legislation***

C.7 Barrier Free

Hospice Care Ottawa recognizes barriers can be:

- 1. Physical:** elements of a building design that cause problems for persons with disabilities.
- 2. Attitudinal:** how we perceive and how we interact with, persons with disabilities.
- 3. Information/Communication:** documents/situations that make it difficult for a person with a disability to give, receive or understand information.
- 4. Systemic:** organizational policies or practices that may restrict the participation of persons with disabilities.
- 5. Technological:** poor technology system that can prevent people from accessing information.
Equipment - computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.

Barrier free customer service and employment is evolving. Accommodations, education and training will remain an ongoing commitment to ensure people with disabilities maintain their dignity and independence. Hospice Care Ottawa considers training with an inclusive practice approach.

Summary at January 22, 2020

C.7 Barrier Free – Physical - Accessible space updates by Hospice Care Ottawa

879 Hiawatha – Leasehold

Assessed - need for renovation upgrade new leasehold for accessibility accommodations October 2014

Completed:

-January 2015 set up services on main floor so no stairs are required

-renovation Dec 2014/Jan 2015– remove existing single stall small space washrooms to create fully accessible washrooms

-renovation May 2015 – add paved accessibility ramp to main entrance allowing level access at main door

Assessed - need for emergency exit ramp May 2017

Completed:

-renovation August 2017 – add accessibility ramp and sill level platform/deck at rear entrance for ease of emergency exit

114 Cameron Ave – Leasehold

Assessed – need for another accessible parking space closer to main entrance March 2014

Completed:

-May 2014 added a second accessible parking space

Assessed – need for ramp at multi level exit/entrance to support mobility devices September 2014

Completed:

-September 2014 added accessibility ramp to courtyard for access to outdoor space

-May 2015 upgraded accessibility ramp at building rear exit for ease of access to outdoor space

Assessed and legislated ‘care and occupancy’ full sprinkler system for vulnerable sector/overnight residence to extend evacuation times and allow safer movement during a fire – June 2015

Completed:

-January 2017 installed full sprinkler system to allow safer residential and administrative space and extend evacuation times for all in the event of a fire

Assessed – entry/exit to residence required accessible door operator; entry/exit to family kitchen required accessible door operator – May 2019

Completed:

-July 2019 added 2 sets of accessible door openers to public areas in residence

2020 Outstanding – For completion May 2020

Assessed September 2019 need for outdoor furniture to accommodate mobility device and disabilities - add/install accessible patio tables in public outdoor areas

2022 Outstanding - For completion by December 2022

Assessed Dec 2019 need for two stage fire system to replace sound alarms only – to install alarm system that sounds as well as provides a flashing light system

110 McCurdy Drive- Owned

Assessment August 2013 of existing building to address purchase of property requiring full accessibility renovations

Completed March to November 2014

- added accessible door openers to main entrance and rear exit
- removed existing washrooms and constructed two accessible washrooms including access door openers
- widened doors and hallways to accommodate mobility devices
- added flashing light fire alarm system
- added two accessible parking spaces
- installed two level reception desk for client services
- level floors between rooms for ease of movement

Professionally built palliative care residence addition 2015 to 2017 to code – Building Code for Ontario and inspected by City of Ottawa and Ottawa Fire Services for occupancy

One level building – no stairs, no elevator

-Accessible features to building code

Completed above September 2017

Assessed June 2017 assessed existing outdoor space for accessibility and accommodation needs:

Completed:

- September 2017 added a third accessible parking space
- September 2017 paved parking lot for ease of movement with mobility devices
- October 2017 sloped sidewalk pavers for ease of movement with mobility devices
- September 2017 added exterior lighting for exterior safety

Accessibility support for visitors and clients;

Reception – at each site with a residence where visitors are continuous a trained volunteer receptionist is on duty from 9 am to 9 pm to assist visitors when they access and leave the building.

Volunteers – our daytime programs taking place on site have trained volunteer drivers should local accessible transportation be unavailable. A volunteer team supervised by a registered nurse joins the driver at the entrance to be sure the client enters and exits the hospice safely. A person in that client's circle of care assists this travel plan at the home.

Assessment September 2017 – reception desk to be covered by a person from 9:00 a.m to 9:00 p.m. - A need for an extension of reception hours at 110 McCurdy Drive by 4 hours to support public access and information as well as provide accommodations to guests as required.

Completed – September 2017

AODA is an evolving process where policies and processes will change based on the requirement to support our disabled community and employees. This will be managed with the annual review of the multi year plan.

Should you require this multi year plan in an alternate format please contact a member of the Leadership Committee to discuss how we can best serve your request.