



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Hospice Peterborough is committed to excellence in serving all members of the public including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by visitors with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises at no charge.

We will notify the public of this through a notice posted on our premises and webpage.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for visitors with disabilities, Hospice Peterborough will notify the public promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the entrance door of the administrative office.

Training

Hospice Peterborough will provide training to those who deal with the public or other third parties on our behalf. Every individual in the organization will be trained including: staff, management, board members, and volunteers. Training will be provided to staff



within the first three months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Hospice Peterborough's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the elevator and any other assistive devices available on-site
- What to do if a person with a disability is having difficulty accessing Hospice Peterborough services.

** Staff will also be trained when/if changes are made to the plan.

Feedback process

Members of the public who wish to provide feedback on the way we provide services to people with disabilities are welcome to contact Hospice Peterborough and can expect to receive a response within five (5) business days.

All feedback, including concerns or complaints, may be directed to:

Hospice Peterborough
325 London St,
Peterborough, ON K9H 2Z5
(705) 742-4042

Modifications to this or other policies

Any policy of Hospice Peterborough that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and to those we serve.

This document is available in an alternate format on request.