



Accessibility Compliance Statement

Hospice Peterborough strives to meet obligations outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). Hospice Peterborough operates in compliance with the Ontario Human Rights Code.

Policies

Policies clearly outline Hospice Peterborough's role to implement, provide accountability and protect the stakeholder's right to care and treatment which is accessible, inclusive, secure, and respectful to all.

We are committed to providing excellent customer service to all stakeholders, inclusive of individuals with disabilities. Assistive Devices will be supplied on site to ensure that all persons with disabilities are supported and provided with assistance in using various assistive devices.

Hospice Peterborough's Board of Directors and staff regularly review policies and inform stakeholders of changes within 6 months.

Support Persons

We welcome support persons accompanying individuals with a disability as well as support animals who accompany persons with disabilities in all areas of Hospice Peterborough that are open to the public.

Stakeholder Disruption

We will notify persons with disabilities of any service disruptions to usual services. Disruptions to the facility will be posted on social media, the website and a notice placed on the entrance door of the building.

We are responsible to explain the reasons for the disruption, how long it will last, and offer alternative solutions as soon as possible.

Training

We are committed to training all employees, volunteers, and others who interact on Hospice Peterborough's behalf on accessible customer service, requirements of the Integrated Accessibility Standards Regulation and portions of the Human Rights Code that relate to accessibility.

Communications

Hospice Peterborough will communicate with persons with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its programs and services, including public safety information, in accessible formats or with communication supports.

We strive to meet internationally recognized WCAG 2.0, Level AA website requirements in accordance with timelines set out in the Integrated Accessibility Standards Regulation.

All Hospice Peterborough documents are convertible and available in accessible formats upon request through the Administration department or any staff member. All requests are timely delivered and are staff available to provide assistance when needed.

Employment

We will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for persons with disabilities.

We will develop individual accommodation plans for employees with disabilities to ensure their safety, and take into account their accessibility needs.

Hospice Peterborough welcomes feedback, including feedback about our services for individuals with disabilities. Individuals who wish to provide feedback can either send their submission by e-mail, phone or mail.

Hospice Peterborough's **Accessibility Compliance Report is available upon request.**

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