



Accessibility of Hospice Services*

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 in all parts of the building open to the public.

Support persons

A person with a disability may have a support person of their choosing accompany them. The support person will be expected to comply with all confidentiality requirements clients are expected to follow.

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 building.

Training

* Note: This reflects both Hospice Peterborough's Philosophy of Care and has been developed in accordance with the Accessibilities for Ontarians with Disabilities Act Customer Service Standard



Hospice Peterborough will provide training to staff and volunteers including:

- 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.

Any changes to legislation and/or Hospice practice will be communicated and may result in additional training.

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 via phone, email or mail. Hospice Peterborough will acknowledge the concern within three (3) business days of receipt unless there are extenuating circumstances. Our goal is to resolve and respond to the concern within seven (7) business days, however the nature of some concerns may require a longer period of time.

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.