

Multi-Year Accessibility Plan 2026–2029

Approved by: Executive Director
Date Approved: 2026 May 22

Effective: 2026 May 25
Next Review: 2027

1. Our Commitment

Hospice Peterborough (HP) is committed to providing an inclusive, accessible and barrier-free environment for clients, families, caregivers, employees, volunteers and members of the community. We are committed to treating people with disabilities with dignity, independence, integration and equal opportunity, and to meeting the requirements of the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**, the **Integrated Accessibility Standards Regulation (IASR)** and the **Ontario Human Rights Code**.

Accessibility is an ongoing responsibility. HP will continue to identify, prevent and remove barriers and to incorporate accessibility into its everyday operations.

2. Purpose

This Multi-Year Accessibility Plan outlines the actions Hospice Peterborough will take from **2026 to 2029** to maintain accessibility and address opportunities for improvement.

The plan builds on HP's existing:

- AODA Policy (6a-0014);
- Communications Accessibility Policy (4-0003);
- accessible customer service practices;
- accessibility training;
- employment accommodation processes;
- accessible communication practices;
- accessibility feedback process; and
- physical accessibility practices.

The plan is intended to be practical and will be integrated into HP's existing operational, HR, communications, facility and policy review processes.

3. Accessibility Priorities 2026–2029

Priority 1 – Customer Service and Communication

Hospice Peterborough will continue to provide accessible and inclusive services and communications.

Actions:

- Maintain accessible customer service practices.
- Welcome support persons and service animals in areas open to the public.
- Provide accessible formats and communication supports when requested.
- Consult with individuals to determine their accessibility needs.
- Provide accessible information in a timely manner and at no additional cost.

- Maintain accessible communication and document practices.
- Continue to improve the accessibility of the HP website and digital communications.

Timeline: Ongoing, 2026–2029

Responsibility: Management, Development team, Administration and all staff/volunteers

Priority 2 – Training and Employment

HP will maintain accessible and inclusive employment practices and ensure employees and volunteers understand their accessibility responsibilities.

Actions:

- Provide AODA/accessibility training during orientation and refresher training as appropriate.
- Maintain training records.
- Provide accessible recruitment and hiring processes.
- Provide reasonable workplace accommodations and reasonable individual accommodation plans where required.
- Provide accessible formats and communication supports to employees when requested.
- Consider accessibility needs during performance management, career development and return-to-work processes.
- Provide individualized workplace emergency response information where required.

Timeline: Ongoing, 2026–2029

Responsibility: Human Resources and Management

Priority 3 – Physical Accessibility and Service Disruptions

HP will maintain accessible public spaces and address physical barriers when they are identified.

Actions:

- Maintain accessible entrances, pathways, parking, elevators, washrooms and other public areas.
- Consider accessibility when planning renovations, repairs or changes to public spaces.
- Address accessibility barriers identified by clients, families, visitors, employees or volunteers.
- Communicate service or facility disruptions and provide alternative arrangements where possible.

Timeline: Ongoing, 2026–2029

Responsibility: Health and Safety Committee, Management

Priority 4 – Feedback and Continuous Improvement

HP will continue to use feedback and regular reviews to identify and address accessibility barriers.

Actions:

- Maintain accessible methods for receiving feedback, including email, telephone and mail.
- Provide accessible formats or communication supports for people providing feedback when requested.
- Review accessibility-related complaints, concerns and suggestions.

- Review accessibility policies when legislation, organizational practices or significant accessibility issues change.
- Complete required AODA compliance activities within applicable timelines.
- Review this plan annually and update it when necessary.

Timeline: Ongoing, 2026–2029

Responsibility: Management

4. Consultation

Hospice Peterborough recognizes that people with disabilities are an important source of information about accessibility barriers.

HP will consider feedback from clients, families, employees, volunteers and other stakeholders when identifying accessibility barriers and priorities.

For significant changes to accessibility practices or services, HP will determine whether additional consultation is appropriate.

5. Monitoring and Review

Hospice Peterborough will conduct an **annual review** of this plan.

The annual review will consider:

- progress on the actions identified in the plan;
- accessibility feedback and complaints;
- accessibility requests;
- training;
- physical or digital accessibility issues;
- changes to legislation or organizational practices; and
- new accessibility priorities.

The plan may be updated at any time if significant changes or new accessibility priorities arise.

A formal review of the multi-year plan will occur at least every five years, in accordance with applicable requirements.

The annual tracking checklist is provided in **Appendix A**.

6. Responsibility

Accessibility is a shared responsibility.

The **Executive Director and management team** provide organizational oversight.

Human Resources is responsible for employment accessibility and training processes.

The development and administration teams support accessible information and communications.

Management and the Health And Safety Committee support accessibility within the physical environment.

All **employees and volunteers** are responsible for following HP's accessibility policies and treating people with disabilities with dignity, respect and inclusion.

7. Availability and Feedback

This Multi-Year Accessibility Plan will be made available to the public through the Hospice Peterborough website.

The plan will be provided in an accessible format upon request.

To request an accessible format or provide feedback about this plan:

Hospice Peterborough

325 London Street

Peterborough, Ontario K9H 2Z5

Phone: 705-742-4042 ext. 222

Email: admin@hospicepeterborough.org

HP will consult with the person making the request to determine the most appropriate accessible format or communication support.

Appendix A

Annual Accessibility Review Checklist

This checklist is intended to make annual monitoring simple and can be completed as part of HP's existing annual management or policy review process.

Annual Review Item	Complete Notes / Action Required
AODA/accessibility training completed and records maintained	☐
Accessibility policies reviewed	☐
Accessibility feedback and complaints reviewed	☐
Accessible communication requests reviewed	☐
Website/digital accessibility reviewed	☐
Physical accessibility/facility issues reviewed	☐
Service disruption procedures reviewed	☐
New accessibility barriers or priorities identified, if needed	☐
Plan updated if required	☐

Annual Review Completed By: _____

Date: _____

Key Actions Identified:

Executive Director Review: _____

Date: _____