

HOSPICE VAUGHAN POLICY AND PROCEDURE MANUAL	DATE REVIEWED: June 9, 2022
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)	DATE OF REVISION: July 7, 2022
STANDARD: RISK MANAGEMENT FACILITY REQUIREMENTS	HPCO ACCREDITATION #: SS.HRS.8.01 (iv)
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APPROVED BY: EXECUTIVE DIRECTOR	SIGNATURE:

POLICY

Hospice Vaughan is committed to providing a welcoming, accessible, and inclusive environment in the provision of goods and services for all residents, visitors, employees, students, and volunteers.

Hospice Vaughan ensures all standards outlined by the AODA and other relevant accessibility legislation are acknowledged and met.

The services, programs, and facilities provided by Hospice Vaughan are available for all individuals with disabilities. Hospice Vaughan seeks to provide integrated services, provide communication support and accessible formats, and take into consideration an individual’s disability in an inclusive manner.

This policy aims to outline the overarching goals used to review and develop policies, procedures, and standards at Hospice Vaughan, in accordance with the AODA.

SCOPE

All Hospice Vaughan residents, visitors, employees, students, volunteers, & all individuals who provide goods or services to the public or third parties on behalf of Hospice Vaughan.

DEFINITIONS

Accessible Formats

- Including but not limited to, audio recordings, large print, electronic formats, & braille

Communication Supports

- Including but not limited to, plain language, sign language, captioning, & alternative/augmentative communication supports

Disability or Handicap

- Refers to all disabilities protected in the Human Rights Code, R.S.O. 1990, Ch. H. 19, including:
 - Any degree of physical disability, malformation, or disfigurement caused by injury, birth defect or illness
 - A condition of mental impairment
 - A learning disability or dysfunction
 - A mental disorder
 - An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act

Service Animal

- An animal used by an individual for reasons related to their disability

- A letter from a physician or nurse may confirm the individual requires the animal for reasons relating to their disability.

Support Person

- A person accompanying another individual with a disability to help with communication, access to goods and services, mobility, personal care, or medical needs

Unconvertible

- Technically unfeasible to convert the information or communications
 - This may be due to the unavailability of the appropriate technology

Accessible Formats & Communication Support

- Hospice Vaughan is committed to providing or make arrangements to provide accessible formats and communication supports for individuals with disabilities.
- Accessible formats and communication supports will be provided in a timely manner.
- If information or communications are unconvertible, Hospice Vaughan will provide the individual requesting the information and/or communication with an explanation as to why the information/communication is inconvertible.

Procurement of Goods, Services, and Facilities

Training

- All employees will receive accessibility training, which includes a comprehensive review of the AODA, accessibility standards, and the Human Rights Code.
- Training will be provided through HR downloads

Customer Service Standards

Assistive Devices

- Hospice Vaughan employees, students, and volunteers accommodate personal assistive devices such as wheelchairs, walkers, canes, scooters, and braille display boards

Service Animals

- Hospice Vaughan employees, students, and volunteers accommodate the use of service animals by individuals with disabilities who are accessing the goods and services offered at Hospice Vaughan.
- In accordance with the Health Protection and Promotion Act R.S.O. 1990, c. H. 7., a service animal may legally be prohibited from entering areas due to infection control.

Support Persons

- Individuals with disabilities and are accompanied by a support person when accessing the goods or services offered at Hospice Vaughan will be allowed entry together and will be ensured that the person with a disability can access the support person while on the premises.

Notice of Service Disruption

- In the event there is a temporary service disruption in the facilities, goods, or services on the premises which are used by individuals with disabilities, Hospice Vaughan will advise the community and staff of the disruption, reason for the disruption, and estimated duration of the disruption.
- Staff and community members will be informed on alternative facilities or services, if applicable. Notices may be placed on the premises, Hospice Vaughan website, or other means of

communication which will ensure the notice reaches individuals potentially affected by the temporary disruption.

Information & Communication Support Standards

Communication

- Hospice Vaughan employees, students, and volunteers will communicate with individuals with disabilities in a manner that considers their disabilities.

Emergency Procedures, Plans & Information

- Upon request, Hospice Vaughan will provide all existing public emergency measures, plans, and public safety information in an accessible format or with the appropriate communication supports in a timely manner.

Employment Standards

Recruitment

- Upon request, Hospice Vaughan will disclose information regarding the availability of accommodations for applicants with disabilities during the recruitment process. Applicants selected for an interview will be informed of the accommodations available.

Employee Supports

- Hospice Vaughan will inform all employees, students, and volunteers of the policies supporting employees with disabilities, and will consider each individual's accessibility needs.
- This information will be made available to employees during orientation, and updated information will be made available to all employees when there is a change in existing policies regarding disability and accessibility needs.
- Upon request, Hospice Vaughan will consult the employee to arrange for the provision of accessible formats or communication supports for information required to perform the employee's job.

Workplace Emergency Response

- If an employee's disability requires the development of a workplace emergency response and Hospice Vaughan is aware of the need for accommodation, such information will be provided to the employee.
- In addition, the individual required to provide assistance in the event of an emergency will also receive the relevant information, with the employee's consent.

Documented Individual Accommodation Plans

- Employees with disabilities will develop a written document outlining their individual accommodation plan.
- If requested, accommodation plans will include information pertaining to accessible formats, communication supports, & workplace emergency response plans.

Return to Work Process

- Hospice Vaughan will support employees return to work due to a disability and may require disability-related accommodations.

Built Environment Standards & The Design of Public Spaces

- Hospice Vaughan will comply with the AODA Design of Public Spaces Standards and AODA Built Environmental Standards when undertaking new construction or redevelopment of the following public areas:
 - Outdoor public eating areas
 - Outer recreational spaces
 - Exterior paths of travel
 - Accessible parking
 - Maintenance of accessible elements and services

Monitoring & Contraventions

- Failure to comply with AODA regulations can result in administrative penalties, and disciplinary actions up to and including dismissal.

References:

Accessibility for Ontarians with Disabilities Act, 2005

Access ON. A Guide to the Integrated Accessibility Standards Regulation, 2014

Government of Ontario. The Health Protection and Promotion Act, 1990

Human Rights Code, 1990

University Health Network Policy & Procedure Manual, 2022.