

Accessibility of Hospice Services

Hospice Vaughan is committed to providing the best service and care to our clients and ensuring accessibility for everyone.

Statement of Commitment

At Hospice Vaughan we are committed to meeting all obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Hospice Vaughan operates in compliance with the Ontario Human Rights Code. Policies have been implemented to ensure clear accountability to protect the right to care and treatment which is accessible, inclusive, secure and respectful to all.

Policies

We have policies in place to provide excellent customer service and opportunities to all residents, clients, visitors, employees, students and volunteers inclusive of individuals with disabilities.

Service Animals

Hospice Vaughan welcomes individuals with disabilities and their service animals in all areas of the Hospice that are open to the public. If it is unclear if an animal is a service animal documentation may be required from a registered professional.

Support Persons

Hospice Vaughan welcomes support persons accompanying individuals with a disability. The support person will be expected to comply with all confidentiality rights of the client.

Notice of Service Disruption

If there is a scheduled disruption to services offered by Hospice Vaughan to any individuals with disabilities, the stakeholders will be notified of this disruption. We will explain the reason for the disruption, how long it may last and if there are any alternative services or facilities

available. In the case of an emergency disruption, we may not be able to provide advance notice.

Employment

We will notify all employees, potential hires and the general public that accommodation can be made during the recruitment and hiring process. When required, we will develop individual accommodation plans for employees. Where needed, we will provide customized emergency information to help any employee with a disability during an emergency. We will consider the accessibility needs of all employees for performance management and career development.

Training

Hospice Vaughan is committed to training all employees, volunteers, and students on:

- Accessible customer service
- Requirements of AODA
- Aspects of the Human Rights Code that relate to accessibility.

All training will be completed by all within 3 months of hire/start.

Feedback

Hospice Vaughan welcomes feedback on the way we provide service to those with disabilities. Feedback is welcomed through email, telephone or mail.