

Accessibility Standards for Customer Service



Maison
McCulloch
Hospice

1028, chemin South Bay Road

Sudbury, ON P3E 6J7

(705) 674-9252

www.maisonsudburyhospice.org



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

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Date Issued: Dec. 11, 2012	
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1.0 POLICY

Maison McCulloch Hospice will establish policies, practices, and procedures governing the provision of services to people with disabilities.

2.0 PROCEDURE

2.1 Maison McCulloch Hospice will use reasonable efforts to ensure that policies, practices, and procedures are consistent with the following principles:

2.1.1 Services of the Hospice will be provided in a manner that respects the dignity and independence of people with disabilities.

2.1.2 The provision of services to people with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the services.

2.1.3 People with disabilities will be given an opportunity equal to that given to others to obtain, use, and benefit from the Hospice's services.


2.2 Without limiting Section 1.0 or 2.0 above, the policies of Maison McCulloch Hospice will deal with the use of assistive devices by people with disabilities to obtain, use, or benefit from its services or the availability, if any, of other measure which enables them to do so.

2.3 When communicating with a person with a disability, Maison McCulloch Hospice will do so in a manner that takes into account the person's disability.

2.4 Due to the fact that Maison McCulloch Hospice is a provider of services with at least 50 employees in Ontario, it has prepared documents within this manual describing its policies, practices, and procedures and, upon request, will give a copy of a document to any person who requests one.

4.0 QUESTIONS ABOUT THIS POLICY


4.1 This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Maison McCulloch Hospice.

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- 4.2 A copy of this policy is available upon request by contacting the Executive Director of Maison McCulloch Hospice. This policy document will be provided in a format that takes into account the person's disability. The Hospice and the person with a disability may agree upon the format to be used for the document or information.

5.0 CONTACT INFORMATION FOR EXECUTIVE DIRECTOR

- Name: Léo Therrien
- Email Address: info@maisonsudburyhospice.org
- Telephone Number: 705-674-9252 Extension 223
- Mailing Address: 1028 South Bay Road
Sudbury, Ontario P3E 6J7
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	CUSTOMER SERVICE POLICY STATEMENT Providing Goods & Services to People with Disabilities	Policy #ASCS-2	Page 1 of 3
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1.0 OUR MISSION

Maison McCulloch Hospice is a bilingual non-profit community organization dedicated to providing residential hospice palliative care in the Sudbury-Manitoulin Districts. Our mission is to provide compassionate support and quality care to individuals and families in a homelike environment. We help residents realize their full potential to live even when they are dying, by attending to their physical, psychosocial, spiritual, and practical needs.

2.0 OUR COMMITMENT

In fulfilling our mission, we strive at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place, and in a similar way as other customers.

3.0 PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES


Maison McCulloch Hospice is committed to excellence in serving everyone including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

- 3.1.1 We will communicate with people with disabilities in ways that take into account their disability.
- 3.1.2 We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services

- 3.2.1 We are committed to providing fully accessible telephone service. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly.
- 3.2.2 If telephone communication is not suitable or is not available, we will offer to communicate by other means including, but not limited to: in person (on or off-site), by email, or by cell phone text. In the event that we find that our alternate means of communication are no longer suitable, we will install TTY or relay services and will train our staff accordingly.

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3.3 Assistive Devices


- 3.3.1 We are committed to serving people with disabilities who use assistive devices to obtain, use, access, or benefit from our goods, programs, services and facilities. We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.
- 3.3.2 We will also ensure that staff know how to use the following equipment and assistive devices available on our premises for customers: (1) walker, (2) wheelchair, and (3) communication boards for those with aphasia. The items listed in this Section are the only assistive devices offered in the Hospice. Residents and visitors may request from any staff member the use of any of these assistive devices when on Hospice premises. Residents and visitors who require assistive devices typically arrive at the Hospice with their own devices. In the case of residents only, we will utilize the resources of the North East Community Care Access Centre if they do not have their own assistive devices and we do not have them available on the premises.
- 3.3.3 In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

3.4 Receipts

- We are committed to providing accessible receipts to donors. For this reason, receipts will be provided in the following formats upon specific request: large print (enlarged on copier), or email. We will answer any questions donors may have about the content of the receipt in person, by telephone, or email.
- 3.5 Maison McCulloch Hospice is also committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

We understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Maison McCulloch Hospice is committed to excellence in serving everyone, including people with disabilities.

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Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity with people with disabilities.

4.0 QUESTIONS ABOUT THIS POLICY

- 4.1 This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Maison McCulloch Hospice.
- 4.2 A copy of this policy is available upon request by contacting the Executive Director of Maison McCulloch Hospice. This policy document will be provided in a format that takes into account the person's disability. The Hospice and the person with a disability may agree upon the format to be used for the document or information.

5.0 CONTACT INFORMATION FOR EXECUTIVE DIRECTOR

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	<h1>COMMUNICATION</h1>	Policy #ASCS-3	Page 1 of 2
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		Date Issued: Dec. 11, 2012	
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1.0 POLICY

Maison McCulloch Hospice will ensure that, when communicating with a person with a disability, we do so in a manner that takes into account the person's disability.

2.0 PROCEDURE

- 2.1 Hospice staff and volunteers will ask people with disabilities directly what their communication preference is.
- 2.2 We will consider the person's disability when communicating in written, spoken, or picture form. Furthermore, we will remain flexible in our approach and, depending on the circumstances, try more than one way to provide, send, receive, or understand information (i.e., by phone, online, by text, in person, hands-on demonstration, documents in larger font, reading aloud, picture communication boards, etc.).
- 2.3 We will ensure that our original communication with individuals is more accessible, i.e., plan ahead and use plain language on documents to make them easier to understand for people with certain types of disabilities.
- 2.4 We will offer our information in a different format to make communication more accessible.
- 2.5 We will integrate a validation process into our communication exchanges to ensure that both parties understand what is being conveyed.

3.0 MODIFICATIONS TO THIS POLICY

Maison McCulloch Hospice is committed to establishing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Hospice that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

4.0 QUESTIONS ABOUT THIS POLICY


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	<h2>USE OF SERVICE ANIMALS</h2>	Policy #ASCS-4	Page 1 of 4
		Approved By: Léo Therrien	
		Date Issued: Dec. 11, 2012	
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1.0 POLICY

- 1.1 Maison McCulloch Hospice welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

- 1.2 If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the individual another way of providing goods, programs, services or facilities

Service animals are prohibited from the following area(s):

- the food preparation area in the galley behind the kitchen in the Hospice.

Under Ontario Regulation 562, the *Health Protection and Promotion Act*

2.0 DEFINITIONS

- 2.1 In this section:

2.1.1 “Guide dog” means a guide dog as defined in Section 1 of the *Blind Persons Rights’ Act*; (“chien-guide”).

2.1.2 “Service animal” means an animal described in Subsection (9); (“animal d’assistance”).

- 2.2 For the purposes of this section, an animal is a service animal for a person with a disability,

- 2.2.1 if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or


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- 2.2.2 if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- 2.3 Guide Dog: A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations. *R.S.O. 1990, c.B.7, s. 1 (1). Blind Persons' Rights Act.*
- 2.4 Blind Person: A person who, because of blindness, is dependent on a guide dog or white cane. *Blind Persons' Rights Act.*
- 2.5 A regulated health professional is defined as a member of one of the following colleges:
- College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario
 - College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

3.0 PROCEDURE

- 3.1 Allow guide dogs or other service animals to accompany people with disabilities on the parts of the Hospice that are open to the public or other third parties.
- 3.2 Guide dogs or other service animals will not be permitted to enter the food preparation area in the galley behind the kitchen in the Hospice. In addition to the fact that this is an area not open to the public, Ontario Regulation 562 under the *Health Protection and Promotion Act*, specifically prohibits guide dogs or other service animals from entering (refer to Ont. Reg. 562 excerpt in italics directly below).

*59(e)(ii) Every room where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale is kept free from, subject to section 60, live birds and animals. **Does not apply to Ont. Reg. 562 Sec. 60(1)(a).*

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- 3.3 Guide dogs will, however, be permitted in the Hospice dining room (refer to Ont. Reg. 562 excerpt in italics directly below). Note that Ontario Regulation 562 under the *Health Protection and Promotion Act* does not include other types of service animals in this exception.

60(1)(a) A service dog serving as a guide for a blind person or for a person with another medical disability who requires the use of a service dog, if the service dog is in an area of the food premise where food is served, sold or offered for sale.


- 3.4 If guide dogs or other service animals are excluded by any laws beyond those stated in Section 3.2 above regarding the Hospice food preparation area, we will explain the exclusion to our customer and explore alternative ways for people with disabilities to access our services (i.e., serving them in an alternate location where the animal is permitted, leaving the animal in a secure area and guiding them personally, etc.).
- 3.5 There may be special circumstances, for a variety of reasons, where allowing a person with a disability to enter the Hospice and be accompanied by their service animal needs to be considered. For example, where another person's health and safety could be seriously impacted (i.e., allergies) by the presence of a service animal in the areas of the Hospice that are open to the public, we will fully analyze all options for safely allowing the service animal. We will discuss the situation with both parties and consider alternatives such as creating distance, eliminating in-person contact, changing the time the two receive service, using air purifiers, etc. We will consider all relevant factors and options in trying to find a solution that meets the needs of both individuals.

3.0 MODIFICATIONS TO THIS POLICY

Maison McCulloch Hospice is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Hospice that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

4.0 QUESTIONS ABOUT THIS POLICY

- 4.1 This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Maison McCulloch Hospice.

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	<h2>USE OF SUPPORT PERSONS</h2>	Policy #ASCS-5	Page 1 of 3
		Approved By: Léo Therrien	
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		Date Last Reviewed: June 16, 2016	
		Date Last Revised: June 16, 2016	

1.0 POLICY

- 1.1 Maison McCulloch Hospice is committed to welcoming people with disabilities who are accompanied by a support person on the parts of our premises that are open to the public and other third parties. If a person with a disability is accompanied by a support person, the Hospice will ensure that both people are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the support person while on the premises.
- 1.2 When a fee is charged to individuals for accessing our goods, programs, services, or facilities, the support person will be charged up to 50% of the cost for admission. Notification of such fee for support persons will be posted on the Hospice website as well as at the entrance to that facility.
- 1.2 Maison McCulloch Hospice will ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a support person.
- 1.3 In this section, “Support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, or medical needs, or with access to goods or services. (“personne de soutien”)

2.0 PROCEDURE

- 2.1 In certain cases, Maison McCulloch Hospice might require a person with a disability to be accompanied by a support person for the health or safety reasons of:
 - the person with a disability
 - others on the premises

Before making a decision, the Hospice will:

 - consult with the person with a disability to understand their needs
 - consider health or safety reasons based on available evidence
 - determine if there is no other reasonable way to protect the health or safety of the person or others on the premises
- 2.2 The Hospice will permit people with disabilities to be accompanied by a support person when on parts of Hospice premises that are open to the public or other third parties.

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- 2.3 When a support person is deemed necessary, the Hospice will charge up to 50% of the cost for support persons for admission to its events or programs, if a fee is charged. Notification of such fee for support persons will be posted on the Hospice website and at the entrance to the facility.
- 2.4 Areas of the Hospice that are not open to the public and other third parties include: Pharmacy, Mechanical Room, Electrical Room, Storage Room across from Mechanical Room, Storage Room across from Resident Room #7, and the Maintenance Room.
- 2.5 Privacy and consent issues will be considered for people with disabilities who are accompanied by a support person. The person with a disability will be provided with an opportunity to decide if they want their support person to remain in the room when confidential matters are being discussed. Depending on the circumstances, the person with the disability may be asked to complete a Hospice “Consent to Release Information” form, and/or the support person may be asked to complete a “Confidentiality Agreement for Support Persons”.
- 2.6 We will expect appropriate behaviour from a support person, just as it is expected from the person with the disability or any of our other residents, visitors, and members of the public.

3.0 MODIFICATIONS TO THIS POLICY

Maison McCulloch Hospice is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Hospice that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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- 4.1 This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Maison McCulloch Hospice.
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5.0 CONTACT INFORMATION FOR EXECUTIVE DIRECTOR

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	<h2 style="margin: 0;">NOTICE OF TEMPORARY DISRUPTIONS</h2>	Policy #ASCS-6	Page 1 of 2
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		Date Issued: Dec. 11, 2012	
		Date Last Reviewed: June 16, 2016	
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1.0 POLICY

Maison McCulloch Hospice will provide residents and the public with notice in the event of a planned or unexpected temporary disruption in the Hospice facility or services (in whole or in part) usually obtained by, used by, or of benefit to people with disabilities.

2.0 PROCEDURE


- 2.1 We will provide prompt notice under the following circumstances, or for any planned or unexpected temporary occurrences, that would affect people with disabilities who wish to access Hospice programs, services or facilities: renovation/construction, evacuation, environmental catastrophe, plumbing issues, electrical issues, etc.
- 2.2 A template for the disruption of service notice will be used, and will include information about the reason for the disruption, its anticipated duration, and a description of the alternative facilities or services, if available.
- 2.3 The notice will be posted as soon as possible in any of the following locations and/or any such other method(s) will be used as is/are reasonable in the circumstances to provide notice to the residents and the public:
 - Main front entrance
 - Reception desk in foyer
 - Residents' rooms
 - Entrance to affected room/area
 - Hospice website at www.maisonsudburyhospice.org
- 2.4 The notice will be removed from all sources as soon as the disruption has ended.

3.0 MODIFICATIONS TO THIS POLICY

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1.0 POLICY


Maison McCulloch Hospice will provide accessible customer service training to all employees, volunteers, student interns, and others who deal with the public or other third parties on our behalf, as well as to all those who are involved in the development and approvals of customer service policies, practices, and procedures.

2.0 PROCEDURE

- 2.1 Staff will be trained on accessible customer service within one (1) month after being hired.
- 2.2 The Hospice will provide direct volunteers with accessible customer service training as part of the 30-hour training program prior to their first Hospice assignment.
- 2.3 Indirect volunteers will be provided with training prior to their first Hospice assignment.

We will keep a summary record of all training dates.

- 2.4 Training will include the following:
 - 2.6.1 The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
 - 2.6.2 Instructions about how to interact and communicate with people with various types of disabilities.
 - 2.6.3 Instructions about how to interact with people with disabilities who use an assistive device or require the assistance of a service animal, or a support person.
 - 2.6.4 Instructions about how to use the wheelchair, walker, and communication boards available on the premises, or otherwise, that may help with the provision of good, programs, services or facilities to people with disabilities.
 - 2.6.5 Guidelines for what to do if a person with a disability is having difficulty accessing the Hospice's goods, programs, services or facilities.

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2.6.6 Review of Maison McCulloch Hospice’s policies, practices, and procedures relating to the provision of services to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

3.0 MODIFICATIONS TO THIS POLICY

Maison McCulloch Hospice is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Hospice that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

4.0 QUESTIONS ABOUT THIS POLICY

- 4.1 This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Executive Director of Maison McCulloch Hospice.
- 4.2 A copy of this policy is available upon request by contacting the Executive Director of Maison McCulloch Hospice. This policy document will be provided in a format that takes into account the person’s disability. The Hospice and the person with a disability may agree upon the format to be used for the document or information.

5.0 CONTACT INFORMATION FOR EXECUTIVE DIRECTOR

Name: Léo Therrien


Email Address: info@maisonsudburyhospice.org

Telephone Number: 705-674-9252 Extension 223

Mailing Address: 1028 South Bay Road
Sudbury, Ontario P3E 6J7

In Person: General Office Hours: Monday to Friday, 8:00 am - 4:30 pm

Online via Website: www.maisonsudburyhospice.org - There is a general electronic comment form within the “Contact Us” tab.


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		Date Issued: Dec. 11, 2012	
		Date Last Reviewed: June 16, 2016	
		Date Last Revised: June 16, 2016	

1.0 POLICY

- 1.1 Maison McCulloch Hospice is committed to meeting and, wherever possible, surpassing expectations regarding the accessibility of our good, programs, services and facilities by people with disabilities. Feedback will help us identify barriers and respond to concerns. Comments regarding how well those expectations are being met are welcomed and appreciated. This commitment extends to our residents and their families, visitors, and other members of the public who access our services, and a feedback process has been established.

2.0 PROCEDURE

- 2.1 Feedback regarding on the way Maison McCulloch Hospice provides goods, programs, services, or facilities to people with disabilities can be made by a variety of methods including, but not necessarily limited to, the following:
- Fill in an Accessibility Standards for Customer Service Feedback Form and leave it with any staff member to forward to the Executive Director. Copies are available on the table below the reception area bulletin board, the form can be downloaded from the Hospice website at www.maisonsudburyhospice.org, or one can be requested via standard mail or email.
 - Send comments directly to the Executive Director, without using the Feedback Form, at info@maisonsudburyhospice.org.
 - Access the Hospice website at www.maisonsudburyhospice.org, and complete the general electronic comment form found under the “Contact Us” tab.
 - Place a telephone call to the Hospice at 705-674-9252 and ask to be directed to the Executive Director.
 - Visit the Hospice in person Monday to Friday between 8:30 am – 4:30 pm and ask to see the Executive Director (please call in advance if you wish to book an appointment and ensure that he is available when you arrive).
 - Use standard mail to forward your feedback directly to the Executive Director c/o 1028 South Bay Road, Sudbury, Ontario, P3E 6J7.
 - Include your feedback in the General Comment section of the End-of-Life Care Survey form.

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- 2.2 When providing feedback or issuing a complaint regarding the provision of goods, programs and services to people with disabilities, we encourage people to provide as much information as possible, for example, the date; the feedback, observation, or incident; identification of others who were involved or may be aware of the issue; suggestion(s) as to improvements to be made or action to be taken; and personal contact information if a response is requested.
- 2.3 All feedback will be directed to the Executive Director. If individuals providing feedback request a response and provide their contact information, they can expect a response from the Executive Director within 10 business days. A record of the feedback and the related response will be logged on a form and kept on file. If required, applicable policies, practices, and/or procedures will be revised accordingly and relevant Hospice staff and volunteers will receive related training.
- 2.4 We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

3.0 MODIFICATIONS TO THIS POLICY

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1.0 POLICY

Maison McCulloch Hospice will provide documents required under Ontario Regulation 429/07, *Accessibility Standards for Customer Service*, to anyone who requests them.

2.0 PROCEDURE


- 2.1 The public can obtain documents noted in Section 1.0 above by requesting them from the Executive Director. Please refer to Section 5.0 below for the Executive Director's full contact information.
- 2.2 This policy document will be provided in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.
- 2.3 We will also post the procedure noted in Section 2.1 above on the bulletin board in the reception area, as well as on the Hospice website at www.maisonsudburyhospice.org.

3.0 MODIFICATIONS TO THIS POLICY

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4.0 QUESTIONS ABOUT THIS POLICY

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