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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT Integrated Accessibility Standards (Customer Service)

Excerpted Maison McCulloch Hospice Policy Statements Last Reviewed December 1, 2021

NOTES

- Please note that, when the term “customer” is used in relation to the Accessibility Standards for Customer Service, Maison McCulloch Hospice is referring to its residents, clients, caregivers, families, friends, visitors, etc.
- Maison McCulloch Hospice will be referred to as “the Hospice” for the remainder of this document.

For any questions or concerns regarding these Policy Statements, please contact the Hospice in any of the ways noted below.

Mailing Address	1028 South Bay Road, Sudbury, ON, P3E 6J7
Email	info@maisonsudburyhospice.org
Phone	705-674-9252
In Person	General Office Hours – Monday to Friday, 8:00 am - 4:30 pm
Website	www.maillonsudburyhospice.org “Contact Us” section

Upon request, in a timely manner, and at a cost that is no more than the regular cost charged to other people, the Hospice will, (1) provide a full version of any policy document summarized herein, and (2) provide it, or arrange for its provision, in an accessible format or with communication support (as deemed suitable by consulting with the individual making the request about their needs). The Hospice makes its customers & the public aware that such documents are available upon request via a notice on www.maillonsudburyhospice.org, or by any other method as is reasonable in the circumstances.

PART 1 – GENERAL

Providing Services & Facilities to People with Disabilities (Section 1)

Hospice Policy # AODAP-1

The Hospice is committed to complying with both the “Ontario Human Rights Code” (respecting non-discrimination) and the “Accessibility for Ontarians with Disabilities Act, 2005” (AODA), and understands that obligations under AODA accessibility standards do not substitute or limit its obligations under the “Ontario Human Rights Code” or obligations to people with disabilities under any other law.

Definitions for Customer Service Standards (Section 2)

Accessible Formats	May include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities. (“format accessible”)
Blind Person	A person who, because of blindness, is dependent on a guide dog or white cane. “Blind Persons’ Rights Act”
Communication Supports	May include, but are not limited to, captioning, alternative, and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications. (“aides à la communication”)
Customer (Hospice Definition)	The Hospice defines its “customers” as residents, clients, caregivers, families, friends, visitors, etc.
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”; (“chien-guide”).
Service Animal	An animal is a service animal for a person with a disability if: (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or (b) the person provides documentation from one of the regulated health professionals (listed in Item 1.2 of the Hospice’s Policy # AODAP-7) confirming that the person requires the animal for reasons relating to the disability: (“animal d’assistance”).

Support Person	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, services, or facilities. (“personne de soutien”).
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Establishment of Policies (Section 3)

See Section 80.46 Below

Accessibility Plan (Section 4)
Hospice Policy # AODAP-2

1. The Hospice will establish, implement, and maintain a documented multi-year accessibility plan, outlining its strategy to prevent & remove barriers and meet its requirements under the Customer Service Standards of Ontario Regulation 191/11, “Integrated Accessibility Standards”
2. The Hospice will review and update this plan at least once every five years, keep it permanently posted on its website at www.maisonsudburyhospice.org, and provide the plan in an accessible format or with communication support to anyone, upon request.

Training (Section 7)

See Hospice Policy # AODAP-4 in Section 80.49 Below

PART 4.2 – CUSTOMER SERVICE STANDARDS

Establishment of Accessibility Policies (Section 3 & 80.46)
Hospice Policy # AODAP-9

The Hospice is committed to excellence in serving all customers, including people with disabilities. In accordance with the Customer Service Standards of Ontario Regulation 191/11, “Integrated Accessibility Standards”, the Hospice will develop, implement, and maintain policies governing how it achieves, or will achieve, accessibility. All reasonable efforts will be made to ensure that the Hospice’s policies, procedures, and practices are consistent with the four core principles (dignity, independence, integration, and equal opportunity) of the “Accessibility for Ontarians with Disabilities Act, 2005”, and that service provided to customers who have disabilities is timely and takes into account their individual disabilities and needs.

Assistive Devices [Section 80.46(3)]
Hospice Policy # AODAP-4

The Hospice welcomes people with disabilities to use their own personal assistive devices that they bring with them (including walkers, wheelchairs, white canes, oxygen tanks, etc.) when accessing its services and facilities. While it doesn't provide any assistive devices for use by people with disabilities, the Hospice may offer other measures, if possible, to assist individuals and enable them to access its services and facilities.

Use of Service Animals (Section 80.47)
Hospice Policy # AODAP-7

The Hospice will ensure that, unless excluded/restricted by law, any person with a disability who is accompanied by a guide dog or other service animal will be permitted to enter areas of its premises that are open to the public or third parties that act on the Hospice's behalf with the animal and to keep the animal with him or her.

Use of Support Persons (Section 80.47)
Hospice Policy # AODAP-8

When a person with a disability is accompanied by a support person, the Hospice will ensure that both people are permitted to enter its premises* together, and that the person with a disability is not prevented from having access to his/her support person while there.

Notice of Temporary Disruption (Section 80.48)
Hospice Policy # AODAP-11

In the event of a planned or unplanned temporary disruption in its services and/or facilities – in whole or in part – that may negatively impact access for people with disabilities and affect others, the Hospice will promptly notify the public and offer alternative arrangements (if any) in the interim.

Training (Section 7 & 80.49)
Hospice Policy # AODAP-4

Maison McCulloch Hospice will ensure that the following people will receive training about the provision of its services and facilities to people with disabilities:

- Every person who is an employee of, or a volunteer with, the Hospice.
- Every person who participates in developing the Hospice's policies.
- Every other person who provides goods, services, or facilities on behalf of the Hospice.

Feedback Process (Section 80.50)
Hospice Policy # AODAP-5

The Hospice will establish a process for receiving and responding to feedback or complaints from anyone about (1) the manner in which it provides services and facilities to people with disabilities, and (2) feedback about whether the feedback process itself complies with AODA's "Establishment of Accessibility Policies" requirements, per the "Accessibility for Ontarians with Disabilities Act, 2005".

Format of Documents (Section 80.51)
Hospice Policy # AODAP-6

Upon request, in a timely manner, and at a cost that is no more than the regular cost charged to other people, the Hospice will, (1) provide a full version of any policy document summarized herein, and (2) provide it, or arrange for its provision, in an accessible format or with communication support (as deemed suitable by consulting with the individual making the request about their needs). The Hospice makes its customers & the public aware that such documents are available upon request via a notice on www.maisonsudburyhospice.org, or by any other method as is reasonable in the circumstances.