

MULTI-YEAR ACCESSIBILITY PLAN – Strategy to Prevent & Remove Barriers

January 2022 to December 2026

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Maison McCulloch Hospice (MMH) strives to meet the needs of its employees and service recipients with disabilities. We work hard to deliver spaces and services that are accessible to those who work, visit, and live with us. Being a hospice, we understand the importance of creating a comfortable experience and view accessibility as a top priority in doing so.

INTRODUCTION

Maison McCulloch Hospice is committed to fulfilling its requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will assist in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

SECTION 1 – PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Area of Compliance	Actions Taken to Ensure Compliance
Customer Service	<ol style="list-style-type: none">1. Put customer service feedback process and related forms in place.2. Incorporated questions & information regarding accommodation needs into client/resident referral forms, hiring/orientation process, emergency planning, and elsewhere as appropriate/applicable.3. Achieved designation as French Language Services provider and incorporated Active Offer of French language services in all aspects of provision.
Information and Communication	<ol style="list-style-type: none">1. Made website and social media sites available in both official languages.2. Included links to our AODA policies, processes, and forms on our website in both official languages.3. Posted customer service feedback process and related forms onsite and made in-person assistance available to facilitate this process.4. Incorporated standard accessibility language into all job postings5. Improved formatting (larger, plain font) of all documents that have gone through various review/update initiatives.

Area of Compliance	Actions Taken to Ensure Compliance (Continued)
Employment	<ol style="list-style-type: none"> 1. Created & implemented policies, procedures/process, and related forms for “Return to Work Plans” and “Individual Accommodation Plans”. 2. Identified accommodation requirements in onboarding process and emergency planning process for all employees.
Training	<ol style="list-style-type: none"> 1. Incorporated AODA and Ontario Human Rights training requirements into onboarding process for all staff and volunteers. 2. Incorporated Active Offer of French Language Services training into onboarding process for all staff and volunteers.
Design of Public Spaces	<ol style="list-style-type: none"> 1. Installed electric door openers at main entry doors to provide ease of egress. 2. Allocated accessible parking spaces and constructed shaved curbs by both entrances (main and staff). 3. Installed elevator to provide access to lower-level offices and conference room spaces. 4. Installed interior & exterior 38”-wide doors to accommodate passage of accessibility devices and resident beds in and out of residents’ rooms and common area spaces. 5. Made residents’ washrooms accessible for those with mobility aids. 6. Made common area washroom accessible. 7. Installed wheel-in shower in both care wings.
Procurement, Self-Service Kiosks, and Transportation	<p>Note: The AODA standards for these categories are not applicable to the Hospice.</p>

SECTION 2 – FUTURE AND ONGOING STRATEGIES AND ACTIONS TO REMOVE AND PREVENT BARRIERS

Area of Compliance	Strategies and Actions	
Customer Service	<p>MMH is committed to providing accessible customer service to people with disabilities. This means that we will provide services and our facility to people with disabilities with the same high quality and timeliness as others.</p>	
	<ol style="list-style-type: none"> 1. All actions noted for this category in Section 1 above are implemented & ongoing. 2. Add AODA feedback process/contact sheet & submission form to all admission packages. 3. Survey staff for suggestions to improve all forms of accessibility throughout agency based on their experiences/observations/interactions with residents/clients and coworkers 	<p>Approx. date of completion is Dec 31, 2026</p>
Information and Communication	<p>MMH is committed to making its information and communications accessible to people with disabilities.</p>	
	<ol style="list-style-type: none"> 1. All actions noted for this category in Section 1 above are implemented & ongoing. 2. Make website improvements to include resizable font and audio text for the visually impaired. 3. Implement “active offer” of accessible formats and communication supports by staff agency-wide. 4. Purchase assistive devices to loan to residents & their families as required (i.e., assistive listening devices/handheld amplifiers, professional communication/ picture boards, screen readers, etc.) 5. Improve formatting (larger, plain font) of all documents not yet processed through various review/update initiatives. 6. Utilize features available through virtual meeting software to automatically generate real-time closed captions on-screen and transcriptions that can be printed afterward. 	<p>Approx. date of completion is Dec 31, 2026</p>
Employment	<p>MMH is committed to fair and accessible employment practices.</p>	
	<p>All actions noted for this category in Section 1 above are implemented & ongoing.</p>	<p>Complete and ongoing</p>

Area of Compliance	Strategies and Actions (Continued)		
Training	MMH is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.		
	<ol style="list-style-type: none"> 1. All actions noted for this category in Section 1 above are implemented & ongoing. 2. Continue to provide AODA training when changes are made to relevant policies & procedures. 	Complete and ongoing	
Design of Public Spaces	MMH will meet accessibility laws when building or making major changes to public spaces.		
	<ol style="list-style-type: none"> 1. All actions noted for this category in Section 1 above are implemented & ongoing. 2. Improve ease of egress by installing electric door openers for the following common rooms/areas: <ul style="list-style-type: none"> • North Wing Family Room • South Wing Family Room • Sacred Space • Ten Rainbows Games Room • Patio Access Door (from hallway) • Patio Access Door (from sunroom) 3. Provide lakeside access for bed-bound residents through completion of landscaping on the South Side using elevator access to the lower level. 	Approx. date of completion is Dec 31, 2026	
Procurement, Self-Service Kiosks, and Transportation	Note: The AODA standards for these categories are not applicable to the Hospice.		N/A