



## **POLICY: Integrated Accessibility Standard Regulations (IASR)**

### **Statement of Commitment**

St. Joseph's Hospice is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Training**

St. Joseph's Hospice is committed to training staff and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

### **Information and Communications**

St. Joseph's Hospice is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications material in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

St. Joseph's Hospice will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

All website content will conform with WCAG 2.0, Level AA (excluding live captioning and audio description) by January 1, 2021.

### **Employment**

St. Joseph's Hospice is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information and plan for any employee who has a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

## **Design of Public Spaces**

St. Joseph's Hospice will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Outdoor public eating areas

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## **Modifications to this or Other Policies**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **For More Information**

For more information on this policy, please contact:

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**Accessible formats of this document are available free upon request.**