

## Multi-Year Accessibility Plan for St. Joseph's Hospice

### Part 1: St. Joseph's Hospice's strategy to meet the following requirements of the IASR

AODA Standard	IASR requirement	Due Date	Steps to take	Anticipated Barriers and Plans for Barrier Removal	Completion Status
<b>IASR General Requirements</b>	Create policies and procedures for each standard	Jan. 1, 2014	Hospice AODA Advisory Committee to create policies and finalize for approval by Board of Directors.	Hospice AODA Advisory Committee to review policies annually and update to reflect any changes to regulations.	<p>Policies developed and approved by Hospice Board of Directors. (Completed)</p> <p>Review policies annually and updated as required. (Annually)</p>
	Create Multi-Year Accessibility plans	Jan. 1, 2014	Hospice AODA Advisory Committee to create multi-year plans.	Review plan at Hospice AODA Committee and finalize/approve.	Multi-year Accessibility Plan developed and approved by AODA Advisory Committee. (Completed)
	Consider accessibility features when designing, procuring or acquiring self-kiosks	Jan. 1, 2014	N/A	N/A	N/A

	<p>Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility</p>	<p>Jan. 1, 2015</p>	<p>Develop/source training resources that comply with IASR requirements and on aspects of the Human Rights Code that relate to accessibility for all Hospice staff and volunteers participating in the development of organizational policy and other persons who provide goods, services or facilities on behalf of St. Joseph's Hospice.</p> <p>Develop processes to ensure training is provided and tracked to demonstrate compliance.</p>	<p>St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that each employee completes the required training through Hospices' on-line Learning Management System.</p> <p>St. Joseph's Hospice Volunteer Services Department, in collaboration with each department of the organization, ensures that all volunteers receive the required.</p>	<p>All current employees received the required training through the online Learning Management System, with ability to provide compliance reports. (Complete)</p> <p>All new employees receive the required training, as soon as practical, through the online Learning Management System, with the ability to track compliance. (Ongoing)</p> <p>All current volunteers received the required training through in-person sessions or self-directed learning through an Accessibility Training Resource Guide, with the ability to provide compliance reports. (Completed)</p> <p>All new volunteers are trained during orientation, through self-directed learning or in-person sessions</p>
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	Update Multi-Year Accessibility Plan	Jan. 1, 2019	Hospice AODA Advisory Committee to review multi-year accessibility plans and update as required.	Establish Hospice AODA Advisory Committee Terms of Reference and Work Plan to ensure multi-year accessibility plans are reviewed quarterly, and updated as required/appropriate.	Hospice AODA Advisory Committee established. (Completed)  Development of Committee TOR and Work Plan. (In progress)
	Complete government accessibility report	Dec. 31, 2017	Complete and submit report.	Executive Director to take accountability for report completion and submission.	Report submitted. (Complete)
	Post Policy and Work plan on website	Dec. 20, 2017	Post approved AODA Policies and Multi-year Accessibility Work Plans on St. Joseph's Hospice website.	Working with Communications resource staff, Hospice Executive Director to take accountability for ensuring Policies and Work Plans are posted on Hospice website.	AODA Polices and Multi-year Accessibility Work Plans posted on Hospice website.

<b>Information &amp; Communications</b>	When asked, make your emergency and public safety information accessible to the public	Jan. 1, 2012	<p>Hospice Communications resource staff to take required training to develop/convert documents into accessible formats.</p> <p>Review emergency and public safety information we provide. Develop a process for responding to requests and supports.</p>	The Hospice Communications resource staff, working with Hospice staff, supports requests for the provision of accessible formats.	Completed and ongoing
	All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2014	Ensure website renewal takes into consideration all IASR requirements.	St. Joseph's Hospice Executive Director, working in collaboration with Hospice Communications resource staff, ensures website renewal is conducted in consultation with IT experts, knowledgeable about IASR requirements.	Completed and ongoing

<p>Make your feedback processes, like surveys or comment cards, accessible when asked</p>	<p>Jan. 1, 2015</p>	<p>Hospice Communications resource staff to take required training to develop/convert documents into accessible formats.</p> <p>Develop a process for responding to requests for alternative formats and supports.</p>	<p>The Hospice Communications resource staff, working with Hospice staff, supports requests for the provision of accessible formats.</p>	<p>Completed and ongoing</p>
<p>Make information about your organization's goods, services and facilities accessible upon request</p>	<p>Jan. 1, 2016</p>	<p>Hospice Communications resource staff to take required training to develop/convert documents into accessible formats.</p> <p>Develop a process for responding to requests for alternative formats and supports.</p>	<p>The Hospice Communications resource staff, working with Hospice staff, supports requests for the provision of accessible formats.</p>	<p>Completed and ongoing</p>

	All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	Ensure website renewal takes into consideration all IASR requirements	St. Joseph's Hospice Executive Director, working in collaboration with Hospice Communications resource staff, ensures website renewal is conducted in consultation with IT experts, knowledgeable about IASR requirements.	Completed and ongoing
<b>Employment</b>	When necessary, provide individual plans to help employees with disabilities during emergency or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2012	Review emergency information and determine which employees need help. Prepare and provide information to these employees in an accessible format if required. Follow up with employees periodically, or as required.	Incorporate into St. Joseph's Hospice human resources (HR) policies, practices and accountabilities.	Completed and ongoing



<p>Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities</p>	<p>Jan. 1, 2016</p>	<p>Incorporate into St. Joseph's Hospice recruitment policies and practices.</p>	<p>St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.</p>	<p>Completed and ongoing</p>
<p>Notify new hires and staff of policies for accommodating employees with disabilities</p>	<p>Jan. 1, 2016</p>	<p>Incorporate into St. Joseph's Hospice policies and practices.</p>	<p>St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.</p>	<p>Completed and ongoing</p>



<p>Have in place a written process to develop individual accommodation plans for employees with a disability</p>	<p>Jan. 1, 2016</p>	<p>Incorporate into St. Joseph's Hospice policies and practices.</p>	<p>St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.</p>	<p>Completed and ongoing</p>
<p>Have a written return to work process in place for employees who have been absent due to a disability</p>	<p>Jan. 1, 2016</p>	<p>Incorporate into St. Joseph's Hospice policies and practices.</p>	<p>St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.</p>	<p>Completed and ongoing</p>



	If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account	Jan. 1, 2016	Incorporate into St. Joseph's Hospice policies and practices.	St. Joseph's Hospice Human Resources Director, in collaboration with Hospice supervisors, ensures that recruitment is performed according to organization policies and practices.	Completed and ongoing
<b>Design of Public Spaces</b>	Make new or redeveloped spaces accessible	Jan. 1, 2017	Identify and inform relevant stakeholders of Standards and required guidelines to ensure compliance.	Ensure Hospice AODA Advisory Committee is informed, provides input and reviews associated work plan for all new or redeveloped Hospice accessible public spaces.	As relevant

	Maintain accessible elements of public spaces	Jan. 1, 2017	Ensure accessible elements of public spaces under St. Joseph's Hospice's responsibility and our Landlord's responsibility are maintained.	<p>Incorporate site audits into the Hospice AODA Advisory Committee Work Plan to ensure regular reviews and updates of Hospice accessible spaces.</p> <p>Communicate with Landlord to inform of any accessibility deficiencies in property/building public spaces. Review and identify potential/future deficiencies through regular tenant meetings.</p>	Ongoing
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**Part 2: Identify your strategy to prevent and remove additional barrier in your organization**

Barrier	Steps to Take	Targeted Completion Date	Completion Status	Staff Lead
Persons with limited mobility and/or requiring assistive devices to mobilize have difficulty in accessing side walk from Hospice main parking lot of building.	Grade slope from sidewalk to parking lot at front entrance of Hospice.	2014	Completed.	Executive Director

Proper area not available for parents/guardians to change soiled diapers of babies at Hospice.	Install baby change station in the public restroom on the Residential Wing.	2014	Completed	Maintenance
Persons with limited mobility and/or requiring assistive devices to mobilize have difficulty in accessing outside public terrace at Hospice.	Install automatic door opener on terrace door.	2015	Completed	Executive Director
Difficulty to hear overhead announcements during fire drills and/or incidents in specific areas on the Program Wing of Hospice.	Install speakers in identified rooms on the Program Wing of Hospice.	2016	Completed	Executive Director
Proper supports not available at Hospice in public restroom for persons with limited mobility and/or requiring assistive devices to mobilize.	Install assistive bars in designated public restroom.	2016	Completed	Executive Director

Cannot visually identify rooms in which residents are ringing call bells for assistance. Cannot visually identify a resident room that may be an origin of fire from the corridor.	Install visual indicators in corridor ceilings of Residential Wing to notify staff/volunteers of assistance required or origin of fire in designated rooms in Hospice.	2017	Completed	Director of Residential Services
Proper access to a public restroom is not available for persons with limited mobility and/or requiring assistive devices to mobilize at Hospice.	Install an automatic door opener in designated public restroom.	2018-19	Under review	Chair, Hospice AODA Committee
Identification of new barriers that exist across the Hospice	Perform site audits in the Hospice AODA Advisory Committee Work Plan.	Yearly	Ongoing	Chair, Hospice AODA Advisory Committee