

## **Hospice Toronto's Accessible Customer Service Plan**

**Hospice Toronto** is committed to the principles of independence, dignity, integration and equal opportunity and understands that becoming accessible means developing a Plan on how the organization will provide service to customers with disabilities.

**Hospice Toronto** is committed to excellence in serving all customers including persons with disabilities. Our Accessible Customer Service Plan will be followed and updated as required by the organization and to ensure compliance. Any changes will be made with the best interest of our customers in mind.

**Hospice Toronto** will engage the community of persons with disabilities to obtain input for ongoing planning.

### **Policies, Procedures and Practices**

Hospice Toronto is developing and updating policies, procedures and practices under the Accessibility Standards for Customer Service. Designated employees(s) with a knowledge and understanding of the standards will be assigned and responsible for updating and informing others of the policies and plan; and provide training on an ongoing basis.

Policy updates/changes will be provided to relevant parties and will include any necessary training. The organization will update and review our Accessible Customer Service Policy and Plan as needed. The Governance Committee/Board of Directors will approve any policy/Plan changes as they occur.

At regularly scheduled meetings (i.e. Board, Committees, Management, and Volunteers etc.) employees and volunteer chairperson(s) will include Accessibility/AODA on meeting agendas as a standing item and provide information/updates and Plan and/or policy changes as required.

Hospice Toronto will also develop training, policies and procedures for the Integrated Accessible Standards (IAS) in 2013/14 under the AODA.

### **Assistive devices**

Hospice Toronto will ensure that employees, volunteers, students, interns and other relevant parties are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our office/information. Ongoing training will be provided as part of orientation as required. Volunteers supporting clients in the community will have training prior to placement and will be provided with training support from employees as required/applicable. We will review assistive devices on an on-going basis to ensure we are using current and optimal supports.

This current Plan includes reviewing our technology, communication tools and resources for accessibility. I.e. training documents, brochure font size, etc.

Employees, volunteers, students and interns placed in our office will be supported to have an accessible work space (i.e. desk, chair, computer/keyboard, head set) as financially feasible without causing undue hardship to the organization.

## **Communication**

Hospice Toronto will communicate with persons with disabilities in ways that take into account their disability whether in person or over the telephone. All employees, volunteers, students, interns and other relevant parties will receive communication training under their AODA Customer Service Standard Training. Training will be updated as required.

## **Assessments**

Employees, students and interns will conduct Client Assessments in a manner that takes into account the client's disability. Documents can be provided to clients in alternate formats upon request.

## **Service animals**

Hospice Toronto welcomes persons with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Policies will be amended as required. Policies will be developed to include arrangements for service should a service animal be unruly, employees/volunteer/student/interns have allergies and how to provide service alternatives.

We will notify customers of this through a posted notice on our premises and on our website.

## **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In-home volunteers requiring a support person will be considered under client approval with safety considerations for all parties.

Fees will not be charged for a support person for admission to our events.

We will notify customers of this through a posted notice on our premises and on our website.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (i.e. at events, elevators out of service in our office), Hospice Toronto will notify customers as promptly as possible, once we are aware of the disruption. This clearly posted notice(s) will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notices will be provided in accessible formats where appropriate and feasible. Designated employees will be responsible for the notices.

The notice(s) will be placed as applicable i.e. at the location, on our website, via Facebook and twitter, messages on the phone system, via email or phone message to applicable persons.

Employees/volunteers/students/interns are to notify their supervisor/manager of any expected or unexpected circumstances that may impact service delivery.

Communication will filter from the person receiving the information – the person will contact their Manager and a communication plan will be established i.e. phone tree.

### **Training for employees**

Hospice Toronto will provide training to all employees, volunteers, students, and/or other relevant parties who deal with the public or other third parties acting on behalf of the organization. Individuals in the following positions will be trained:

Individuals in the following positions will be trained: Board Members, Committee Members, Executive Director, Director, Clinical Services, Senior Development Officer, Manager, Volunteer Services, Volunteer & Training Coordinator, Administrative Coordinator, Office Assistant, Client Services Coordinator, Accountant, Controller, Manager, Young Carer's Program Manager, Young Carer's Program Coordinator, Expressive Arts Therapist, Community Development Coordinator, Community Engagement Coordinator, Volunteers, Students, Interns, CCC Helpers, Contract Employees and other relevant parties who deal with the public or other third parties on the organizations behalf.

Additional training will be provided by the designated employees as required for all the standards under the AODA. Individual employees, volunteers (including board, committee and events), students and interns will have their training will occur within one 30 days of starting with Hospice Toronto. This training will be provided within a shorter time frame if the placement with Hospice Toronto is less than one month. I.e. Event Volunteers. Other/third parties will be trained as deemed relevant and in a format that is best suited to their role.

The training will be provided either in-person, in writing or by an e-version. Alternate formats will be made available upon request should an individual require or need additional support for training, the organization will accommodate under the direction of

the individual i.e. provide large print documents; review the material with the trainer on a one on basis etc.

Managers/Directors/Board Members will ensure training is received by referring any of the above positions to designated Employees in charge of AODA. Training is part of all departments Orientation/Training to the organization. Hospice Toronto will track training records within the Human Resources, Volunteer Services, Young Carers Program and Creating Caring Communities Programs departments for compliance.

#### Training will include:

- An overview and purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Hospice Toronto's Plan related to the Customer Service Standard
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the on-site accessible equipment in the office when/if available/required. There may be safety/risk limitations with In-home volunteers and the equipment they can use with clients. This will be assessed by responsible employees/managers.
- What to do if a person with a disability is having difficulty in accessing Hospice Toronto's services
- At in person meetings and training sessions, where applicable, the facilitator will be trained to ask attendees if any accommodation is needed i.e. lighting, large print handouts, accessible washrooms and share emergency procedures.

All relevant parties will be trained when changes are made to the policies or the Plan.

#### **Feedback process**

Customers who wish to provide feedback on the way Hospice Toronto provides goods and services to persons with disabilities or ask questions about the policies or plan, can telephone, email [feedback@hospicetoronto.ca](mailto:feedback@hospicetoronto.ca) make an in-person appointment, mail a letter/memo, or use the website feedback text box to provide feedback. All feedback will be directed to the relevant employee's member for follow up. Customers can expect to hear back within 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures (also posted on the website).

**Emergency Preparedness for Employees:** Hospice Toronto has a policy and procedures in place. Managers are being made aware and following up as required. The building Management will be informed of needs/requirements as applicable.

#### **Modifications to this or other policies**

Any policy of Hospice Toronto's that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. Policies are currently being updated and reviewed by the organization and will be approved by the Board of Directors. Updates will be shared with relevant parties as part of ongoing training.

Hospice Toronto is committed to providing accessible customer service and may develop, update, change or modify the policies or Plan in order to respect and promote the dignity and independence of persons with disabilities.

### **Commitment to Accessible Customer Service**

Hospice Toronto will consider accessibility and customer service when planning, training, updating the website and holding meetings i.e. by notifying participants of general emergency procedures, offering large print document copies, provide additional support if required.

### **Budget**

Any accessibility planning for i.e. technology, equipment and accessible environment will be included and/or considered in annual budget plans.

This Plan is available in alternate formats upon request.