

# Accessibility for Ontarians with Disabilities Act

The Accessibility for Ontarians with Disabilities Act (AODA) is an Ontario law that came into force on January 1st, 2008. The first standard to be enforced is the Customer Service Standard. Organizations providing goods OR services to the public must understand their obligations under the Customer Service Standard. All public service organizations must prove compliance with the Act by January 2010 and private by January 2012. To be in compliance with the AODA, Hospice Simcoe provides specific services for individuals with a disability: **Hospice Simcoe is committed to excellence in serving all clients including people with disabilities. Assistive devices** We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. **Communication** We will communicate with people with disabilities in ways that take into account their disability. **Service animals** We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. **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. Fees will not be charged for support persons **Notice of temporary disruption** In the event of a planned or unexpected hydro disruption to our facilities (front door opener), Hospice Simcoe will notify visitors promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at Front Door (notice will include a phone number to obtain staff support to open the door). Website (notice will include a phone number to obtain staff support to open the door). **Training for staff** Hospice Simcoe will provide training to employees,

volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Volunteers, nursing / PSW staff, administrative staff.

This training will be provided to staff within 6 months. Training will include:

- An overview of the AODA, 2005 and the requirements of the customer service standard
- Hospice Simcoe's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the Automatic door opener, Deaf Access
- What to do if a person with a disability is having difficulty in accessing Hospice Simcoe's goods and services
- Staff will also be trained when changes are made to the plan.