

# Hospice Niagara - Multi Year Accessibility Plan

| Type Of Barrier            | Area                              | Description   | Action   | Responsibility                | Timeline | Comments   |
|----------------------------|-----------------------------------|---|--|-------------------------------|----------|--|
| Communication              | Website                           | Website not currently accessible  | Website was redesigned to meet accessibility requirements  | Manager, Fund Development     | June-21  | COMPLETE   |
| Communication              | TTY Line                          | There is not an existing TTY Line   | Review requirements and associated costs   | Manager, Quality & Facilities | July-21  | Under review   |
| Attitudinal                | Training                          | Existing awareness program needs enhancement and ensure staff compliance.                                   | All staff and volunteers to be trained on accessibility guidelines and customer service annually. Send information and link to the appropriate website and ensure that all staff and volunteers complete the training. | Manager, Human Resources      | Ongoing  | Staff will receive a refresher training annually beginning November 2019 |
| Physical and Architectural | Front Entrance - Main             | Grading has fallen at front entranceway.  | Contractor completed the work to level grading.  | Manager, Quality & Facilities | Nov-19   | COMPLETE   |
| Physical and Architectural | Front Entrance - Residence        | After-hours entrance door is not accessible however request for assistance can be made via intercom system. | Added a security keypad/fob to front door for after hours use of the accessibility access on door.   | Manager, Quality & Facilities | 2020     | COMPLETE   |
| Physical and Architectural | Day Hospice - Entrance from lobby | Uneven floor levels at doorway.   | Transition installed.  | Manager, Quality & Facilities | 2017     | COMPLETE   |
| Physical and Architectural | Family Room/Kitchen               | Paper towel dispenser not accessible for those in wheelchairs   | Relocated to side wall.  | Manager, Quality & Facilities | Oct-19   | COMPLETE   |
| Physical and Architectural | Outside Walking Pathways          | Current pathways require widening to accommodate wheelchar and support person side by side.                 | Contractor completed the work.   | Manager, Quality & Facilities | Nov-19   | COMPLETE   |
| Physical and Architectural | Residence Rooms                   | Rooms and equipment cannot accommodate bariatric patients   | Bariatric beds, wheelchairs, lifts and commodes. New construction would be required in existing facility to accommodate.   | Director of Care              | 2023     | Bariatric patients are able to be referred for care in other facilities  |

**This plan will be reviewed an updated annually.**

**Effective:** November 2019

**Review:** June 2021