

# ACCESSIBILITY PLAN

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## Statement of Commitment

The Catholic Cemeteries of the Diocese of Hamilton is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination.

The Catholic Cemeteries of the Diocese of Hamilton understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Catholic Cemeteries of the Diocese of Hamilton is committed to complying with both the Ontario Human Rights Code and the AODA.

The Catholic Cemeteries of the Diocese of Hamilton is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence.

The Catholic Cemeteries of the Diocese of Hamilton believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## Training

The Catholic Cemeteries of the Diocese of Hamilton is committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relates to persons with disabilities.

The Catholic Cemeteries of the Diocese of Hamilton will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies

Staff will be trained on accessible customer service as part of their initial orientation training after being hired. Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Catholic Cemeteries of the Diocese of Hamilton's policies 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 support person
- What to do if a person with a disability is having difficulty in accessing The Catholic Cemeteries of the Diocese of Hamilton's services or facilities

Staff will also be trained when changes are made to our accessible customer service policies. Ongoing refresher training will be provided.

## Assistive Devices

People with disabilities may use their personal assistive device when accessing our services and facilities. In cases where the assistive device presents a significant and unavoidable safety concern or may not be permitted for other reasons, measures will be used to ensure the person with a disability can access our services or facilities.

## Information and Communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports. All printed materials made available to the public are in compliance with AODA standards. Public price lists for each cemetery are available on our [website, www.thecatholiccemeteries.ca](http://www.thecatholiccemeteries.ca).

We will also meet internationally-recognized Web Content Accessibility Guidelines 2.0 Level AAA website requirements in accordance with Ontario's accessibility laws.

We will work with the person with a disability to determine what method of communication works for them.

## 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide a letter (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario

- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing services or facilities

## 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 certain cases, The Catholic Cemeteries of the Diocese of Hamilton might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, The Catholic Cemeteries of the Diocese of Hamilton will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

## Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Employment accommodations and customized emergency information will be developed in such a way to respect the privacy of the employee.

## Design of Public Spaces

We will meet accessibility laws when building or making changes to public spaces. Public spaces include:

- Outdoor paths of travel (walkways, ramps, stairs)
- Accessible parking
- Service counters, waiting areas
- Building entrances
- Public washrooms (where applicable)

We will put procedures into place to prevent service disruptions to our accessible parts of our public spaces. In the event of a service disruption to our accessible parts of our public spaces, a notice will be placed as soon as possible detailing the nature of the disruption, and the estimated time the disruption will be resolved. Where appropriate, notification of the disruption will be posted on our [website, www.thecatholiccemeteries.ca](http://www.thecatholiccemeteries.ca).

## Feedback Process

The Catholic Cemeteries of the Diocese of Hamilton welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way The Catholic Cemeteries of the Diocese of Hamilton provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

- In-person at any of our cemetery offices
- By telephone to our main office: (905) 522-7727 or (800) 661-5985
- By mail to The Catholic Cemeteries of the Diocese of Hamilton, 600 Spring Gardens Rd, Burlington ON L7T 1J1
- By email to [reception@thecatholiccemeteries.ca](mailto:reception@thecatholiccemeteries.ca)
- Through the Contact Us page on our [website, www.thecatholiccemeteries.ca/contact.php](http://www.thecatholiccemeteries.ca/contact.php)

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the District Cemeterian and/or Manager of Family Services. Depending on the nature of the feedback, it will be escalated to the Director of Cemeteries.
- The Catholic Cemeteries of the Diocese of Hamilton will endeavor to provide initial response to feedback within two business days of receipt of the feedback.
- The Catholic Cemeteries of the Diocese of Hamilton will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## Notice of Availability of Documents

The Catholic Cemeteries of the Diocese of Hamilton will notify the public that documents related to accessible customer service are available upon request by posting a notice in all cemetery offices.

The Catholic Cemeteries of the Diocese of Hamilton will provide this document in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner, and at no additional cost.

## Changes to Existing Policies

Any policies of The Catholic Cemeteries of the Diocese of Hamilton that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## Accessibility Plan

Where possible, all existing permanent buildings regularly accessible to the public are equipped with entrances accessible by all. The following exceptions exist:

- The historical chapel at the back of Holy Sepulchre Cemetery, Burlington has only stairs leading to the entrance. This building is not open to the public.
- The office for St. Joseph Cemetery, Brantford, is located in the basement level of a building not owned by The Catholic Cemeteries of the Diocese of Hamilton, and is not accessible to people unable to use stairs. Customers are made aware of this barrier when booking an appointment. Depending on the nature of their visit, they are given the option of meeting at an alternate office, or meeting directly on the cemetery grounds.
- A temporary trailer has been placed at Holy Family Cemetery, Milton. This trailer is in place only until a permanent office building can be constructed, which will meet all accessibility requirements.

Our website, [www.thecatholiccemeteries.ca](http://www.thecatholiccemeteries.ca), is currently under review. The website was last overhauled in 2013. A new overhaul is expected to be completed in late 2021 or early 2022.

## Timeline

### By January 1, 2012

- Develop and maintain a policy to provide individualized workplace emergency response information to employees with a disability.

### By January 1, 2014

- Develop and maintain accessibility policies.
- Develop and maintain an accessibility plan.

### By January 1, 2015

- Develop and maintain a training program for all employees highlighting the requirements of accessibility standards.
- Develop and maintain processes for receiving and responding to customer feedback.

### By January 1, 2016

- Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost to the person making the request.
- Develop and maintain a policy notifying employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.
- Consult with an employee or potential hire who requests an accommodation to provide and arrange for a suitable accommodation.
- Notify potential hires when making an offer of employment of its policies for accommodation for employees with disabilities.
- Develop and maintain a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations.

### By January 1, 2017

- Ensure that any exterior paths of travel that are constructed or redeveloped will be maintained as per the requirements set out in O.Reg 413/12, s. 6.
- Ensure that when placing a ramp on an exterior path of travel, the ramp will meet all requirements as per the regulation.

- Ensure that where stairs connect to exterior paths of travel, the stairs meet all requirements as per the regulation.
- Ensure when constructing new or redeveloping off-street parking facilities that they will be maintained and will meet the requirements as per the regulation.
- Ensure that when constructing a new service counter, which includes replacing an existing service counter, that all requirements of the regulation will be met.
- Ensure that there is space available for an individual using a mobility aid who may have to wait for a period of time in an area as per the regulation.
- Ensure that the multi-year plan includes procedures for preventative and emergency maintenance of the accessible elements of public spaces as required and procedures for dealing with temporary disruptions of accessible elements of public spaces as per the regulation.

By January 1, 2021

- WCAG 2.0 AAA website standards will be adopted and met.