

## Accessibility Statement

We pride ourselves with providing an inclusive environment and the best physical, emotional and communication infrastructure that addresses the needs of all of our community members in support of our Accessibility Statement:

*Matthews House Hospice is committed to excellence in serving all, including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities in compliance with both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).*

Our building was constructed and opened in 2018 with commitment to accessibility in mind, featuring accessible doors, signage, and physical supports to encourage independence and equality for all users of Matthews House Hospice. If you would like to inform us of an accessibility barrier that you may have experienced in working with the Hospice or have a suggestion for how to make our services more accessible, please do not hesitate to contact us.