

## ACCESSIBILITY AT BELMONT HOUSE – WHAT YOU NEED TO KNOW:

Belmont House is committed to preventing, identifying and removing barriers for all individuals at Belmont House. We are committed to providing excellent customer service. Below is a brief summary of how Belmont House can help you during your visit:

### **Walking Aides**

Wheelchairs, walkers, canes are available upon request at Reception for visitors. Grab bars are available in many areas of the Home.

### **Escorts**

If an escort/support person is required during a visit, please speak with Reception at the main entrance. Belmont House will attempt to provide an employee to assist at no cost to the visitor.

### **Wheelchair access information**

- All public entrances to Belmont House are accessible by wheelchair.
- Wheelchair-accessible washrooms are located in the following areas:
  - Behind Reception at the main entrance to Belmont House (main floor).
  - Near the Walker Wing entrance beside the passenger elevators on the main floor.
- The Belmont House Chapel is accessible by wheelchair on the main floor.

### **Elevators**

Belmont House east and west building are equipped with elevators and are accessible to those in wheelchairs, as well as individuals with vision impairment (oversized buttons are imprinted with braille).

### **Hearing Impaired**

Belmont House will provide access to Pocket Talkers upon request. Requests may be made at Reception

### **Guide Dogs, Service Animals and Service Dogs**

Guide & service dogs or service animals will be allowed at Belmont in areas open to the public unless otherwise excluded by law.

### **Magnifying**

Magnifying devices are located in the tenant library, which increases the size of words on a printed document.

### **Emergency Accommodations**

Visitors with a disability that could prevent them from remaining safe in the event of an emergency may notify Reception upon their arrival at the Home in order to ensure the Home responds properly if an unexpected emergency event happens. Frequent visitors (Family, Friends of a resident) may request a formal accommodation plan to be developed in the event of an emergency. Human Resources would be responsible for the development.

### **Tuck Shop**

Tuck Shop volunteers are available to assist customers making a purchase.

### **Disruption of Service**

In the event there is a disruption of service, Belmont House will communicate at Front Desk or at the point of disruption.

### **Our policies and processes**

Belmont House has established a number of policies, practices and procedures that govern the provision of goods and services to people with disabilities. These documents are available at [www.belmonthouse.com](http://www.belmonthouse.com) or printed copies will be sent to upon request. Requests can be made to the following contact below. Belmont House will attempt to respond within three (3) business days. If the information needs to be provided in a specific manner (ex large print), please let us know.

#### **Mail**

ATTN: Director of Support Services  
Belmont House  
55 Belmont Street  
Toronto, Ontario M5R 1R1

#### **Email**

Human Resources Department at  
[stheophylactou@belmonthouse.com](mailto:stheophylactou@belmonthouse.com)

#### **Website**

Feedback can be sent to Belmont via the website at  
[www.belmonthouse.com](http://www.belmonthouse.com)

#### **Telephone**

Call 416-964-9231