

COMMUNITY LIVING SOUTH HURON

	Accessibility	P 31
Revised: December 2015 Reviewed: October 2018		

Policy

Community Living-South Huron (CL-SH) is committed to conforming to all aspects of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 429/07 (Accessibility Standards for Customer Service) and the Ontario Human Rights Code. The Agency will strive to ensure all locations, owned or operated by CL-SH which are accessed by the public, provide barrier-free services, supports, environments and employment. The Agency recognizes the key principals of accessibility are independence, dignity, integration and equality. All employees and volunteers are expected to actively support this policy and its procedures; non-compliance is subject to discipline, up to and including dismissal.

Definitions:

Assistive Devices – is a technical aide, communication device, or medical aid modified or customized, that is used to maintain or improve the functional abilities of people with disabilities. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids, sign language interpreters.

Barrier – as defined in the Accessibility of Ontarians with Disabilities Act is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability – the term defined by the Accessibility for Ontarians with Disabilities Act and the Human Rights code refers to:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – as defined in Ontario Regulation 429/07 and section one (1) of the Blind Persons Rights Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by

the regulations under the Blind Persons Rights Act.

Premises – all locations owned and operated by Community Living-South Huron where the public has access.

Service Animal – as defined in Ontario Regulation 429/07 is a service animal for a person with a disability:

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as defined in Ontario Regulation 429/07 in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Principles:

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

1. The Provision of Goods and Services to Persons with Disabilities;
2. The Use of Assistive Devices
3. The Use of Guide Dogs, Service Animals and Service Dogs
4. The Use of Support Persons
5. Notice of Service Disruptions
6. Customer Feedback
7. Training
8. Notice of Availability and Format of Required Documents

1. Providing Services to People with Disabilities:

Community Living-South Huron is committed to excellence in providing supports and services to people with disabilities and will carry out all functions and responsibilities in the following areas:

- The services must be provided in a manner that respects and promotes dignity, independence and integration of persons with disabilities.
- The provision of services to persons with disabilities and others must be inclusive unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services.
- We will work with the person with a disability to determine what method of communication works for them.

2. Assistive Devices:

The use of assistive devices by persons with disabilities to obtain, use or benefit from Community Living-South Huron's services will be recognized unless otherwise prohibited due to health and safety or privacy issues. In these situations, the Agency may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Community Living South Huron's services where applicable.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operating in a safe and controlled manner.

3. Use of Guide Dogs and Service Animals:

Community Living-South Huron is committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties. All CLSH employees and volunteers dealing with the public are to be properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal. If a guide dog, or service animal are prohibited by another law CLSH will explain to the person with a disability why the animal is excluded and will offer alternative methods to enable the person with a disability to access services when possible (for example, securing the animal in a safe location and offering the guidance of an employee)

4. Use of Support Persons:

Community Living-South Huron is committed to supporting people with disabilities who are accompanied by a support person and will be welcomed to enter the Agency's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises. Fees will not be charged for the support person for admission to programs or services.

5. Service Disruptions:

Where there is a temporary planned/unplanned disruption with CLSH services or facilities a notice will be provided and posted at the applicable site, on the Agency's webpage/social media and through any other method that is reasonable in the given circumstances.

This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In circumstances where an unexpected disruption occurs, the Agency will endeavor to provide and post the notice as quickly as possible.

6. Feedback Process:

The goal of Community Living-South Huron is to meet expectations of people who are supported while welcoming family members and other visitors. Comments on CL-SH's services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback regarding the provision of services to people with disabilities can be made in person, by phone, e-mail, in writing or through the mail. A form for feedback or suggestions is attached to this policy for reference and is available on the Agency's website (www.clsht.ca), and at the Administration Office (146 main st, Dashwood, On). All feedback may be addressed to the Executive Director; the Agency will respond to all feedback received.

7. Training for Employees:

Community Living-South Huron will provide training to all employees and volunteers who support people with disabilities or encounter any other person who may access the Agency's premises, and all those who are involved in the development and approvals of customer service policies, practices and procedure. All new hires or volunteers to the Agency will be trained on this policy within 30 days of commencement of their duties as well as provided an annual refresher. If any revisions occur with this policy staff will expected to complete the training on the changes.

Current and future employees will be trained through HR Downloads through two training sessions-

- A) AODA Customer Service
- B) Understanding Human Rights (AODA edition)

CLSH will ensure that our staff are trained and familiar with various assistive devices (lifts, wheelchairs, walkers, communication devices) we have on site or otherwise that we provide that may help people with disabilities.

8. Notice of Availability and Format of Required Documents

CLSH will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to provide the information to the person in a format that takes into account the person's disability and is agreed upon between the requestor and the Agency. We will provide the accessible format in a timely manner and, at no additional cost. A notice is displayed at the entrance of our administration building indicating alternative formats of the policy are available upon request.

Questions Regarding the Policy:

If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided upon request. Community Living-South Huron will provide a copy of the policy, practices and procedures required under Ontario Regulation 429/07 upon request and a copy is also available on the Agency's website, www.clch.ca.

If the Agency is requested to provide a person with a disability a document or information, Community Living-South Huron will endeavour to provide the information to the person in a format that takes into account the person's disability.

COMMUNITY LIVING SOUTH HURON
FEEDBACK FORM

The Board of Directors of Community Living South Huron is determined to reduce barriers that are in place which limit or restrict access for the people the Agency supports, their families, employees and visitors.

If you are aware of barriers that deny anyone free access to the Agency's services or sites, please take one (or more) of the following actions:

- contact anyone of the Managers, including the Executive Director at 519-237-3637
- complete this form and deliver or send it to Community Living South Huron, 146 Main St. Dashwood, Ont. N0M 1N0
- log onto the Agency's website at **clsh.ca**, click on 'Contact Us'

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I have difficulty accessing the following services and/or locations provided by CLSH

My accessibility needs would be better met by CLSH if it provided the following:

I would like a response to my comments by way of one of the following

- by mail: my address is _____
- by E-mail: my E-mail address is: _____
- phone: _____
- other: alternative format upon request

Name: _____ Date: _____

Signature: _____