

The Association is committed to conform to all aspects of the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Human Rights Code* and strives to ensure that all locations that it owns or operates provide barrier free services, supports, environments and employment. The key principals of accessibility are: independence, dignity, integration and equality.

All Board members, employees, volunteers, agents, contractors, or third parties who represent or act on behalf of the Association will be informed or trained regarding its policy and procedures regarding Accessibility.

Reference Policy C-12 “Feedback/Complaints Process” for further information on the procedure for remarks or concerns about the Association’s accessibility.

The policy and procedures is available at all locations of the Association and on the website and accessible formats will be made available if required and as requested. The policy and procedures are reviewed annually. All employees, Board members and volunteers are to be kept informed as to any changes.

D-12.1 : Procedure ACCESSIBLE CUSTOMER SERVICE ISSUE DATE: 04/24/13

Definitions (As defined by the *Accessibility for Ontarians with Disabilities Act (AODA)*, *Ontario Human Rights Code*, *Blind Persons’ Rights Act*, *Ontario Regulation 429/07*)

Barriers – mean anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Barriers may be physical, architectural, information or communication, attitudinal, technological, a policy, a procedure or a practice.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that people bring with them such as a wheelchair, walker, communication device that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Service Animals – are used by persons with disabilities to provide mobility, safety and increased independence, depending on the specific disability.

Support Person – is another person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

D-12.2 : Procedure PROVISION OF GOODS AND SERVICES ISSUE DATE: 04/24/13

The Association will make every reasonable effort to ensure the following principles are followed.

- All people receive the same value and quality.
- People with disabilities are permitted to do things in their own ways and at their own pace when accessing goods and services, as long as this does not present a safety risk.
- People with disabilities have access to the same services, in the same place and in a similar manner, by applying alternative methods.

Individual needs will be taken into account when providing goods and services. The Association will provide or arrange to provide accessible formats and communication supports for the information required.

Identified barriers to service may be brought to the attention of a Manager at any time and will be discussed with the management team. Plans will be made to address or remove the barrier as deemed applicable and feasible.

The need to use assistive devices by persons with disabilities to obtain, use or benefit from the Association's goods or services is allowed, unless otherwise prohibited due to health and safety or privacy issues. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Where applicable, assistive devices owned and operated by the Association may be made available for use by persons with disabilities. In determining the suitability of an accessible format or communication support, the Association shall consult with the person making the request. Some employees of the Association are more knowledgeable and/or trained on the use of particular assistive devices and may be contacted to assist with the use of these devices, if possible.

D-12.4 : Procedure

SERVICE ANIMALS

ISSUE DATE: 04/24/13

Persons with disabilities may bring their service animal on the parts of the Association's premises that are open to the public or other third parties, but may be restricted in areas that are otherwise governed by other laws such as Health Protection and Promotions act. Note that persons' homes where services are provided are not open to the public.

In the event that a service animal is otherwise prohibited by law from the premise, the Association shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from its goods or services.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

The Association may request verification from the person, if it is not readily apparent that the animal is being used by the person for reasons relating to his or her disability.

Verification may include: A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability; a valid identification card signed by the Attorney General of Canada; or, a certificate of training from a recognized guide dog or service animal training school.

D-12.5 : Procedure

SUPPORT PERSONS

ISSUE DATE: 04/24/13

If a person with a disability is accompanied by a support person, the Association will ensure that both persons are allowed to enter the premises together and that the person with a disability is not prevented from having access to the support person. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

D-12.6 : Procedure

ADMISSION FEES

ISSUE DATE: 04/24/13

Payment may be required by a support person for admission to a particular Association location/event. The Association will ensure that notice is given in advance by posting notice of admission fees for support persons.

Notice will be provided ahead of time of what, if any, admission fees will be charged for a support person who may be accompanying a person with a disability to any events hosted by the Association.

D-12.7 : Procedure

NOTICE OF SERVICE DISRUPTION

ISSUE DATE: 04/24/13

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Association. Reasonable efforts will be made to provide advance notice, in the event of any temporary disruptions to facilities or services that people with disabilities rely on. Advance notice may not be possible in some circumstances, such as in the situation of unplanned temporary disruptions. In the event that notification needs to be posted, the following information will be included unless it is not readily available or known:

- **Goods or services that are disrupted or unavailable**
- **Reason for the disruption**
- **Anticipated duration**
- **A description of alternative services or options**

When disruptions occur, the Association will provide notice by posting information in conspicuous places and contacting people who had appointments or by any other method that may be reasonable under the circumstances.