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1. STANDARD

1.1. In fulfilling its mission, Community Living Glengarry strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. The agency is also committed to giving people with disabilities the same opportunity to access its services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

2. PURPOSE

2.1. The purpose of this policy is to comply with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code and other legislative requirements.

2.2. This policy applies to all employees, agency personnel, volunteers, student placements, contractors, consultants and board members.

2.3. This policy applies to all employees of Community Living Glengarry. This policy applies not only during working time, but to any activities on or off the premises which could reasonably be associated with the workplace (e.g. social events)

3. DEFINITIONS

3.1. Accessibility is the opportunity for a person who has a disability to obtain, use and benefit from services or goods.

3.2. Communication is the process or method used to transfer information from one person to another.

3.3. Assistive Devices are auxiliary aids such as communications aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs, hearing aids, special eating utensils etc).

3.4. Disability as per the Ontario Human Rights Code and the AODA, is defined as:

3.4.1. 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 co-ordination, 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;

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- 3.4.2. a condition of mental impairment or a developmental disability;
- 3.4.3. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- 3.4.4. a mental disorder; or
- 3.4.5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- 3.4.6. For the purposes of this policy only, “**Employees**” means every person who deals with members of the public or other third parties on behalf of the agency whether the person does so as an employee, volunteer or otherwise.
- 3.4.7. “**Support Persons**” are any person, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, mobility, accessing goods or services.
- 3.4.8. “**Service Animals**” are animals individually trained to do work or perform tasks for the benefit of a person with a disability. The international assistance animal community has categorized three types:
 - 3.4.8.1. Guide Animal – to guide the blind
 - 3.4.8.2. Hearing Animal – to signal the hearing impaired
 - 3.4.8.3. Service Animal – to do work for persons with disabilities other than blindness or deafness

4. PROCEDURE: PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Community Living Glengarry is committed to excellence in servicing all people including people with disabilities. The Agency will continue to ensure consideration of the impact on people with disabilities when revising this policy, planning any new initiatives, purchasing equipment, advancing technology, or undergoing facility repairs and renovations. Employees shall inform their manager of any physical, technical, communication methods, policy or practice that appears to pose a barrier for a person who has a disability. Policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed. We will carry out our functions and responsibilities in the following areas:

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4.1. Communication

Community Living Glengarry will communicate with people with disabilities in ways that take into account their disability. We are committed to providing fully accessible telephone service to people receiving services. If telephone service is not suitable to the person's communication needs or is not available we will offer to communicate via email or another method. Accessible printed material will be provided to all people receiving services who need it and upon request different formats will be provided, for example: size & font of print will be modified, pdf, word documents etc. The agency will answer any questions people receiving services may have about the content of printed material by telephone, e-mail or in person.

4.2. Assistive devices

Community Living Glengarry is committed to serving people with disabilities who use assistive devices to obtain use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services.

4.3. Service Animals

People with disabilities who are accompanied by a service animal are welcome on Agency premises that are open to the public and other third parties. If the service animal is excluded by law or it is deemed unsafe for the animal to be allowed in Agency premises, then other measures available will be used to ensure the person has access to services. The person must always maintain care and control of the animal. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

4.4. Support Person

The agency welcomes and understands the important role of a support person for a person with a disability. 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 our premises.

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4.5. Temporary Disruption of Services

Community Living Glengarry will provide people receiving services with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will be posted in a prominent place on the physical premises (ie. entrance doors), posted on the Agency's website or by any other reasonable means considering the circumstances. The notice will include:

- 4.5.1. the reason for the disruption,
- 4.5.2. its anticipated duration,
- 4.5.3. if any alternative facilities or services are available.

5. TRAINING

5.1. Community Living Glengarry will ensure that employees or persons trusted to carry out service on behalf of the Agency are trained in these policies and procedures, including:

- 5.1.1. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- 5.1.2. Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- 5.1.3. How to interact and communicate with people with various types of disabilities
- 5.1.4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- 5.1.5. What to do if a person with a disability is having difficulty in accessing Community Living Glengarry's goods and services
- 5.1.6. Community Living Glengarry's policies, practices and procedures relating to the customer service standard

5.2. Training will be completed as soon as practical and for new employees and volunteers during the orientation process.

5.3. Training will be provided on an on-going basis when changes are made to this policy or the policies, practices and procedures governed by the AODA, and its Standards occur.

5.4. Human Resources will maintain a record of employees trained and the date.

6. FEEDBACK/COMMENTS/COMPLAINTS PROCESS

6.1. The ultimate goal of Community Living Glengarry is to meet and surpass stakeholders' expectations while serving people who have a disability. Comments on our services are welcome and considered very important in measuring how well expectations are being met.

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6.2. Feedback regarding the way Community Living Glengarry provides goods and services to people with disabilities can be given to any employee and may be provided in person, by telephone, in writing, by email, electronic text or via the Agency's website. Feedback received by employees (not in a management/administration role) are to submit the feedback to their manager.

6.3. Questions, concerns or complaints by employees regarding accessibility in their work location should be brought up with their direct manager. Those brought forward by a member of the public will be addressed by the Executive Director or designate.

7. MULTIYEAR ACCESSIBILITY PLAN

The purpose of the Multiyear Accessibility Plan is to identify and address accessibility issues throughout our community and at locations owned/leased/operated by Community Living Glengarry. The agency is dedicated to identifying and removing barriers that limit and restrict the ability of people from fully accessing their community and our locations. The plan is reviewed annually by the management team and the Joint Occupational Health and Safety Committee and identifies the following:

- 7.1. Barriers that were addressed or removed by the Agency over the past year,
- 7.2. Barriers that have been identified and the agency intends to address as well as any new ones brought to the agency's attention, and
- 7.3. Barriers that have been identified but the agency is unable to address at this time

8. COMMUNICATION AND NOTICE OF AVAILABILITY OF DOCUMENTS IN COMPLIANCE WITH THE AODA

- 8.1. All employees are to follow the process on approval and distribution of policies, acknowledging on ADP, that they have read and understood this policy.
- 8.2. New employees will be informed of this policy during orientation process.
- 8.3. The public will be notified of this policy and the Multiyear Accessibility Plan by posting it on the Agency's website. Copies will be provided upon request.



Danielle Duranceau
Executive Director