

## **ACCESSIBILITY POLICY**

### **Purpose**

The goal of this policy is to ensure the Lutheran Community Care Centre provides a safe and accessible environment in a way that respects the dignity and independence of people. Individuals at all levels of the agency shall cooperate to ensure services and facilities are accessible to all. The goal of this policy is to address the accessibility requirements of *Ontario Regulation 191/11, Integrated Accessibility Standards* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **Accessibility Standard for Customer Service**

#### **1. Definitions and Examples**

- a) A respectful place of business is one that promotes empowerment, integration, and equal opportunity for all.
- b) The following examples are just some of the items which individuals may need to participate fully:
  - i) An assistive device- a device used to assist persons with disabilities in carrying out activities or in accessing services, such as technical aids, communication aids, cognition aids, personal mobility or medical aids, etc.
  - ii) Service animal- Any animal used by a person with a disability for reasons relating to the disability, where:
    - it is apparent that the animal is used by the person for reasons relating to his or her disability;
    - the person provides a letter from a regulated health professional confirming that he or she requires the animal for reasons relating to his or her disability; or
    - the person possesses 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
  - iii) Support person- a person who accompanies a person with a disability in order to assist her or him with communication, mobility,

personal care, or medical needs, or with access to goods or services.

- c) The LCCC provides support to people in a variety of locations. This policy includes any place where employees interact with people receiving service and anywhere an employee may be conducting business of the LCCC.

## **2. The Provision of Goods and Services to Persons with Disabilities**

The LCCC is committed to serving all individuals in a way that respects their dignity and independence. In all interactions, the LCCC will strive to promote integration and equal opportunity for all people.

### **a) Communication with Persons with Disabilities**

- i) Employees of the LCCC will communicate in a respectful manner that puts people first. Negative terminology will not be used. Care will be taken to communicate with individuals in a manner that is most appropriate for them.

- ii) **Telephone services**

The LCCC is committed to providing fully accessible telephone services. Staff will communicate clearly, using plain language, and in a respectful manner. Email and TTY services are also available.

- iii) **Written communications/Alternate Formats**

The LCCC will make all documents available in a variety of formats. These include hard copy, large print, e-mail, fax. Individual requests for other formats can be made to the individual's worker, and every effort will be made to provide that format.

### **b) Assistive Devices**

- i) The LCCC is committed to serving all people, including those who use assistive devices. It is the responsibility of the individual to ensure that his or her assistive device is utilized in a safe manner at all times.
- ii) The LCCC is committed to providing assistive devices when needed. Individuals should inform their worker ahead of time if an assistive device is required. Every effort will be made to supply the needed device.

- iii) Appropriate staff will be trained in the use of these assistive devices. Staff will be available to assist with the use of these devices if requested by an individual.

**c) Service Animals**

- i) The LCCC is committed to welcoming people who are accompanied by a service animal. The LCCC will provide training on how to interact with service animals. The LCCC will ensure the environment is conducive to the service animal, for example, will be informed on where the animal can be taken to relieve itself, provide water and adequate room for the animal, etc. It is the responsibility of the individual to ensure that her or his service animal is kept in control at all times.
- ii) LCCC staff should inform their manager if the presence of a service animal will pose a problem for them. Likewise, staff should inform their manager if they are aware a service animal will be present. Necessary environmental modifications will be made to ensure the comfort and well being of both the individual with the service animal, and the staff member, for the duration of the visit. In the event of an unplanned visit from a service animal, similar steps will be taken.

**d) Support Persons**

The LCCC is committed to welcoming people who are accompanied by a support person. At no time will a person with a disability be prevented from having access to her or his support person. In cases where confidential information is being discussed, the person with the disability must provide consent beforehand.

**e) Service Disruptions**

- i) The LCCC is committed to letting participants know when there will be a planned service disruption. Notice will be provided in advance by the Program Manager. This will include information about the reason for disruption, expected duration, and a description of alternate services, if available. The notice will be made available on the LCCC telephone recording, website, and placed at all public entrances and service counters.

- ii) If an unexpected disruption occurs, notice will be provided as soon as possible.

#### **f) Emergency Evacuation**

In the event of an emergency, LCCC staff will provide assistance to those who require it. In most cases, this will involve the staff member who is currently working with the individual to provide assistance. In the event that an individual is in the building without a regular worker, for example, using the washroom, the individual currently with that person should offer assistance.

#### **g) Feedback Process**

- i) The goal of the LCCC is to provide a safe and accessible environment in a way that respects the dignity and independence of people with disabilities. Comments on our services are welcomed and appreciated.
- ii) Feedback can be made at any time in person, by telephone, in writing, or by electronic communication. Occasionally the LCCC may send out Satisfaction Surveys that can be completed on a voluntary basis.
- iii) When the feedback indicates the individual wants to make a formal complaint, the individual will be provided with a copy of the LCCC Complaints Procedure and that procedure will be explained to the individual.
- iv) All feedback information will be documented and passed on to a Program Manager, the Manager of Finance or the Executive Director as is appropriate for the situation. These positions make up the Management Team.
- v) The Management Team shall conduct an annual review and analysis of the feedback received including how concerns raised in the feedback were addressed and the effectiveness of related policies and procedures. This annual review shall then be presented to the Board of Directors.

### **3. Training**

The LCCC will provide training to all employees and volunteers. Training will include the following:

- a)** The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard
- b)** How to interact and communicate with people with various types of disabilities
- c)** How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- d)** How to use the assistive devices available on the LCCC premises.
- e)** The LCCC's policies, practices, and procedures relating to the customer service standard

### **4. Review of Policy**

The policy will be reviewed on an annual basis by the Management Team with any changes approved by the Executive Director.

### **5. Posting**

- a)** This policy shall be available for viewing by staff on a common directory of the LCCC's computer network.
- b)** This policy shall be posted in a conspicuous place in the workplace.
- c)** This policy shall be made available on the LCCC's website.
- d)** This policy shall be made available to anyone who requests it, in the format that is most appropriate for them.