



<b>TITLE:</b> Accessibility (AODA) Policy	<b>MANUAL:</b> Organizational Practice
<b>CODE #:</b> CK-OP-101	<b># OF PAGES:</b> 4
<b>ORIGINAL APPROVAL DATE:</b> Dec 24, 2012	<b>APPROVED BY:</b> Office Manager and CEO
<b>CURRENT APPROVAL DATE:</b> Jul 22, 2019	<b>APPROVED BY:</b> Executive Director

## 1. PURPOSE

This policy establishes the accessibility standards for Customer Service and Integrated Accessibility Standards Regulation (IAS) under the *Accessibility for Ontarians with Disabilities Act, 2005* for Chatham-Kent Community Health Centres (CKCHC), in accordance with Ontario Regulation 429/07.

## 2. SCOPE

This policy applies to all employees, contractors, sub-contractors, students and volunteers.

## 3. POLICY

- 3.1. CKCHC is committed to providing exceptional and accessible service for its clients. Goods, services and facilities will be provided in a manner that respects the dignity and independence of all clients. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods, services and facilities provided by and on behalf of CKCHC. Further, CKCHC will continuously improve its services and increase accessibility over time.
- 3.2. CKCHC shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
  - a. The goods, services or facilities will be provided in a manner that respects the dignity and independence of persons with disabilities;
  - b. The provision of goods, services or facilities to persons with disabilities, and others, will be integrated 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 goods, services or facilities;
  - c. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services; and
  - d. When communicating with a person with a disability, employees shall do so in a manner that takes in to account the person's disability.
- 3.3. CKCHC will use reasonable effort to adhere to the above principles and ensure their mission; vision, values, and value statement are upheld in the same manner.
- 3.4. The CKCHC care for individuals who are in need of primary care and people who experience challenges in getting the health care they need.
- 3.5. CKCHC work with other health professionals and community agencies – including schools, social services, and many others, who share a common commitment to the health of people.

- 3.6. CKCHC is committed to providing exceptional and accessible service for its clients by working together and combining the best of our services and resources, and designing services and facilities to meet the health and accessibility needs of the community.
- 3.7. Furthermore, the staff at CKCHC will take the time to listen carefully to concerns, including accessibility requirements, and will work together with persons to develop a plan that works for their individual needs.

## **DEFINITIONS:**

**Accessible** means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

**Assistive Device** means any device or mechanism that assists a person with a disability in accessing, and benefiting from the services provided. Assistive devices may include, but are not limited to; ASL interpretation, wheelchair, walker, cane, assistive listening device, visual alarms, or assistive software programs.

**Disability** means:

- a) Any degree of physical 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 impairment, 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 a 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,
- 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** means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

**Service animal** is an animal that provides assistance for a person with a disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability; or a person may be asked to provide a letter from a physician, nurse, or other regulated health care professionals, including; occupational therapists, audiologist, speech pathologist, chiropractor, optometrist, psychologists and psychotherapists and mental health therapist confirming that the person requires the animal for reasons relating to the disability

## **4. PROCEDURE**

### **4.1. Use of Service Animals and Support Persons**

- If a person with a disability is accompanied by a guide dog or other service animal, CKCHC will ensure that the person is permitted to enter any public facility with the animal and to keep the animal with him or her unless the animal is otherwise

excluded by law. Where a service animal is excluded by law, CKCHC will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from CKCHC goods, services and facilities. Example: If a service animal is not readily apparent as such, employees can ask for a letter from a physician or nurse or other regulated health care professional confirming the purpose of the animal. (See Service animal definition)

- If a person with a disability is accompanied by a support person, CKCHC will ensure that both persons are permitted to enter any facility, and that the person with a disability is not prevented from having access to the support person. If it is determined a support person is required, any admission fee or fare for that person will be waived.

#### **4.2. Assistive Devices**

- CKCHC is committed to serving people who use assistive devices to obtain, use and benefit from our goods and services. People with disabilities may use their assistive devices in our facilities.

#### **4.3. Notice of Temporary Disruptions**

- CKCHC will provide notice of temporary disruptions. The notice will include information about the reason for the disruption, its anticipated duration, and a description of any available, alternative services. Notice will be made conspicuous and may be displayed at the location of the disruption, at public entrances and service counters.

#### **4.4. Accessibility Training Policy**

- Every person who deals with members of the public or who participates in developing CKCHC policies, practices and procedures governing the provision of goods and services to the public; including organization staff, Board members, volunteers, agents, contractors and others who provide service on behalf of CKCHC will receive training regarding the provision of goods and services to persons with disabilities.
- The training will include the following information:
  - i. the purposes of the Accessibility for Ontarians with Disabilities Act,
  - ii. how to interact and communicate with persons with various types of disabilities,
  - iii. how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
  - iv. how to use equipment made available by CKCHC to help people with disabilities to access goods and services
  - v. what to do if a person with a disability is having difficulty accessing CKCHC goods and services
- Training will be provided to each person according to his or her needs and duties and as soon as is practicable after he or she is assigned the applicable duties.
- Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be kept.

#### 4.5. Feedback Process

- CKCHC has a feedback process through which people with disabilities can provide information and feedback about the goods and services they receive. Feedback can be received in a variety of ways, in person, by mail, email, social media, telephone, or fax.

#### 4.6. Notice of availability of documents

- CKCHC will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07). Notice of availability will be provided on the web site and through other printed methods.

#### 4.7. Format of documents

- If CKCHC is required, by the Accessibility for Ontarians with Disabilities Act, 2005, to give a copy of a document to a person with a disability, CKCHC will take into account the persons' ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

### 5. RELATED DOCUMENTS

- 5.1. AODA, 2005 Customer Service and Integrated Accessibility Standards Multi-Year Plan
- 5.2. Fast Facts Sheet – AODA (Updated: September 16, 2016)
- 5.3. CK-OP-102 – Integrated Accessibility Policy
- 5.4. Accessibility Notice of Availability of Documents 072219
- 5.5. Accessibility For Ontarians with Disabilities Policy Statement

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1	Int. Sr. Manager HR	Legislative changes eff. Jul. 1, 2016	Int. Sr. Manager HR	Sept. 26, 2016	Int. Sr. Manager HR
2	Director HR	Legislative Changes and updated template	Director HR	Jul 22, 2019	ED