

ACCESSIBILITY POLICY

Policy Name	POLICY ON ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE
Policy Type	Organizational
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Revision Date	January 2014

The Accessibility for Ontarians with Disabilities Act (“AODA” or the “Act”) as well as the Ontario Human Rights Code (the “Code”) ensures that individuals with disabilities have equal access to employment, goods, services, facilities, accommodations, buildings, structures and premises. It is the goal of the Ontario government to make Ontario accessible by 2025.

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to Catholic Family Services Peel-Dufferin:

- Customer Service;
- Information and Communications;
- Employment;
- Proposed Accessibility Standards for the Built Environment.

At the core of our Mission, Catholic Family Services Peel-Dufferin is committed to enhancing the quality of life of each person. We believe in the intrinsic worth of everyone – our clients, residents, staff, volunteers and visitors to our facilities. Catholic Family Services Peel-Dufferin is dedicated to fostering a supportive environment for those with disabilities. We are committed to providing service in a manner that respects the dignity and independence of persons with disabilities. This means more than meeting our legal obligations through policies and procedures; it means that we strive to meet the unique needs of each person, each and every day. This Multi-Year accessibility plan provides an overview of our policies, our current and future actions and our organizational practices associated to each accessibility standard.

OPPORTUNITIES

Catholic Family Services Peel-Dufferin will give people with disabilities the same opportunity to access our products and services and allowing them to benefit from the same products and services, in the same place and in a similar way as other clients.

POLICY DEVELOPMENT AND AVAILABILITY

Catholic Family Services Peel-Dufferin will maintain its accessibility policies in a written format. They will be available to the public and will be provided in an accessible format if it is requested.

MULTI-YEAR ACCESSIBILITY PLAN

Catholic Family Services Peel-Dufferin will maintain its multi-year accessibility plan. The plan will be reviewed and updated at least once every five (5) years. It will show our agency’s commitment to removing barriers and preventing new ones. We will make it available to the public and provide it in an accessible format when requested.

INFORMATION AND COMMUNICATIONS

When providing information to, or communicating with, a person with disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

ACCESSIBLE WEBSITE

We are committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A and moving towards Level AA standards.

EMPLOYMENT

Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management and career development processes will take into account the accessibility needs of employees with disabilities.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Our process for the development of documented individual accommodation plans includes:

- How we include the employee in the development of the plan;
- How we consider the employee on an individual basis;
- How we would proceed in getting a medical or other expert's opinion on the accommodation of the employee;
- How other representatives or agents may or may not be involved;
- How the employee's personal information will be protected;
- How often the plan will be reviewed and how it will be done;
- How the plan will be provided in a format that respects the individual's needs due to a disability.

RETURN TO WORK PROCESS

Our process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will:

- Outline the steps we will take to facilitate the employee's return to work;
- Use their individual accommodation plan – where it exists – as part of the process.

TRAINING

We will provide training to:

- Employees
- Volunteers
- Persons involved in developing policies for our agency
- All others who provide goods, services or facilities on behalf of our agency

Training will cover:

- Accessibility requirements from the Integrated Accessibility Standards Regulation (IASR) and Accessible Customer Service Standard;
- How the Human Rights Code pertains to persons with disabilities;
- Changes that are made to the accessibility policies.

DESIGN OF PUBLIC SPACES

We will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces.

ASSISTIVE DEVICES

Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using CFSPD's services. If necessary, CFSPD will provide other measures to enable a person with a disability to obtain, use or benefit from CFSPD's services.

SERVICE ANIMALS

Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter CFSPD's premises and keep their animal with them, unless the animal is otherwise legally excluded from the premises. If the animal is legally excluded, CFSPD will provide other measures to enable a person with a disability to obtain, use or benefit from CFSPD's services.

SUPPORT PERSONS

Persons with disabilities who are accompanied by a support person will be permitted to enter CFSPD's premises with their support person, and CFSPD will ensure that the person with a disability is not prevented from having access to their support person while both are at CFSPD.

TEMPORARY DISRUPTIONS

If CFSPD is required to disrupt its particular facilities or practices that usually accommodate a person with a disability, CFSPD will provide notice to the public of the disruption, including the reasons for it, the duration of the disruption, and a description of alternative facilities or services that may be available.

TRAINING

CFSPD staff will be trained in the provision of services to persons with disabilities. The training shall include:

1. How to interact and communicate with persons with various types of disability, including those who rely on assistive devices, service animals or support persons;
2. How to use any of CFSPD's equipment that is available for persons with disabilities; and
3. What to do if a person with a disability is having difficulty accessing CFSPD's services.

CFSPD will maintain a record of its training efforts.

Feedback

Persons who wish to comment on CFSPD's provision of services for persons with disabilities may do so by contacting the Director of Corporate Services at:

Lyne Eaves, Director of Corporate Services
Catholic Family Services of Peel-Dufferin
(905) 450-1608 ext: 102
leaves@cfspd.com
www.cfspd.com

Copies of this policy

If CFSPD is required to provide a copy of this policy to a person with a disability, CFSPD will give the person this document, or the information contained in it, in a format that takes into account the person's disability. Alternatively the person with a disability and CFSPD may agree on a different format for the document or information.

Feedback Forms will be made available to clients around CFSPD customer services.

See attached Feedback forms.

Customer Service Survey

The following identifies barriers that potentially affect your ability to access every day goods and services and quality customer service. Please check the boxes that best reflect your own personal experiences.

1. Aisles are too narrow making it difficult or impossible for you to manoeuvre in a wheelchair or scooter, with a walker, etc.

not a barrier small medium large barrier
 never happens rarely sometimes happens a lot

2. The lack of designated space for wheelchairs and scooters in waiting rooms of business and professional offices (e.g. doctors, lawyer, dentists) means you must receive special attention.

not a barrier small medium large barrier
 never happens rarely sometimes happens a lot

3. Debit and card readers are difficult or impossible for you to use, because of the position where they are placed.

not a barrier small medium large barrier
 never happens rarely sometimes happens a lot

4. Lack of understanding about the laws regarding support animals limits your access to facilities and services.

not a barrier small medium large barrier
 never happens rarely sometimes happens a lot

5. The variety of locations and placement of grab bars, shelves, dryers, soap, flushing mechanisms etc. make washrooms difficult for you to use.

not a barrier small medium large barrier
 never happens rarely sometimes happens a lot

6. You feel you must divulge the nature of your disability in order to receive services in the manner you need and without negative attitudes.

- | | | | |
|--|---------------------------------|------------------------------------|--|
| <input type="checkbox"/> not a barrier | <input type="checkbox"/> small | <input type="checkbox"/> medium | <input type="checkbox"/> large barrier |
| <input type="checkbox"/> never happens | <input type="checkbox"/> rarely | <input type="checkbox"/> sometimes | <input type="checkbox"/> happens a lot |

7. Accessible washroom stalls are too small to accommodate you and your mobility device.

- | | | | |
|--|---------------------------------|------------------------------------|--|
| <input type="checkbox"/> not a barrier | <input type="checkbox"/> small | <input type="checkbox"/> medium | <input type="checkbox"/> large barrier |
| <input type="checkbox"/> never happens | <input type="checkbox"/> rarely | <input type="checkbox"/> sometimes | <input type="checkbox"/> happens a lot |

8. The lack of seating that can accommodate both you and your attendant or companion, limits the choice of events you can attend.

- | | | | |
|--|---------------------------------|------------------------------------|--|
| <input type="checkbox"/> not a barrier | <input type="checkbox"/> small | <input type="checkbox"/> medium | <input type="checkbox"/> large barrier |
| <input type="checkbox"/> never happens | <input type="checkbox"/> rarely | <input type="checkbox"/> sometimes | <input type="checkbox"/> happens a lot |

9. Please let us know if there are other barriers that impact on your ability to access every day goods and services and quality customer service.

What could be done to make your customer service experiences easier.

Suggestion 1:

Suggestion 2:

Suggestion 3:

Other:

If you were dissatisfied with the service you received and would like a response to your concerns, please identify yourself by name, address and telephone number. The Director of Clinical Services will contact you personally about your concerns.

Name: _____ **Phone:** _____

Address:

Catholic Family Services Peel-Dufferin
#201-60 West Drive
Brampton, ON
L6T 3T6

Telephone: 905.450.1608/102
Fax: 905.450.8902