

ST. LEONARD'S PLACE PEEL

Policy & Procedure

Policy/Procedure Name	Accessibility Policy OP09
Policy/Procedure Number:	OP-09
Category (ies):	Operations (OP)
Subject (s)	Accessibility Policy
Approved By:	Leslie Barnes, CEO
Effective Date:	2021-08-24
Review Date(s):	2022-08-24

Purpose

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Definitions

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 clients and visitors bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- 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 – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – As reflected in Health Protection and Promotion Act, Ontario Regulation 562, a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – As reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Procedure

St. Leonard's Place Peel is committed to excellence in serving all clients including persons with disabilities. In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

1. The Provision of Services to Persons with Disabilities;
2. The Use of Assistive Devices
3. The Use of Guide Dogs, Service Animals and Service Dogs
4. The Use of Support Persons
5. Notice of Service Disruptions
6. Clients and visitors Feedback
7. Training
8. Notice of Availability and Format of Required Documents

1. The Provision of Services to Persons with Disabilities

St. Leonard's Place Peel will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients and visitors receive the same value and quality;
- Allowing clients and visitors with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients and visitors with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account the clients and visitor's disability.

2. The Use of Assistive Devices

Clients and visitors Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing information or services provided by St. Leonard's Place Peel. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a client or visitor with an oxygen tank may involve ensuring the client or visitor is in a location that would be considered safe for both the client and visitor and the agency. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client or visitor.

3. The Use of Guide Dogs, Service Animals and Service Dogs

A client or visitor with a disability that is accompanied by guide dog, service animal or

service dog will be allowed access to premises that are open to the public unless otherwise excluded by law (i.e., the kitchen and where food is being handled and prepared). "No pet" policies do not apply to guide dogs, service animals and/or service dogs. The person with the disability must keep the service animal(s) with them, and is responsible for controlling the animal(s) at all times while on St. Leonard's Place Peel premises.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) St. Leonard's Place Peel will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by a client or visitor for reasons relating to his or her disability, St. Leonard's Place Peel may request verification from the clients and visitors.

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.

Care and Control of the Animal:

A client or visitor that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern present itself, for example in the form of a severe allergy to the animal, St. Leonard's Place Peel will make all reasonable efforts to meet the needs of all individuals.

4. The Use of Support Persons

If a clients or visitor with a disability is accompanied by a support person, St. Leonard's Place Peel will ensure that both persons are allowed to enter the premises together and that the client or visitor is not prevented from having access to the support person.

There may be times where seating and availability prevent a client or visitor and support person from sitting beside each other. In these situations, St. Leonard's Place Peel will make every reasonable attempt to resolve the issue.

In situations where, confidential information might be discussed, consent will be obtained from the client or visitor, prior to any conversation where confidential

information might be discussed.

Admission Fees

St. Leonard's Place Peel does not charge fees of any kind to support persons entering the premises who accompany a person with a disability.

5. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge St. Leonard's Place Peel. In the event of any temporary disruptions to facilities or services that clients and visitors with disabilities rely on to access or use St. Leonard's Place Peel's services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

When disruptions occur St. Leonard's Place Peel will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on St. Leonard's Place Peel's website;
- Contacting clients and visitors with appointments;
- Verbally notifying clients and visitors when they are making a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

Notifications will include:

- Services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

6. Clients and Visitors Feedback

St. Leonard's Place Peel shall provide clients and visitors with the opportunity to provide feedback on the service provided to clients and visitors with disabilities. Information about the feedback process will be readily available to all clients and visitors and notice of the process will be made available at initial meetings and on the St. Leonard's Place Peel website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request. Privacy will be

respected and feedback will be reviewed for possible action that can be taken to improve the services offered at St. Leonard's Place Peel.

St. Leonard's Place Peel also has an *Opinions, Concerns and Compliments Policy* which promotes feedback from residents and outlines a process for clients, including those with disabilities, to share their opinions, concerns and compliments.

Submitting Feedback

Clients and visitors can submit feedback to:

St. Leonard's Place Peel
Attn: Leslie Barnes, CEO
1105 Queen Street East
Brampton, ON
L6T 4E2
905-457-3611
info@slpp.ca

Clients and visitors who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Individuals providing feedback can expect acknowledgement of that feedback within five business days of its receipt. The response to the feedback will be provided in an accessible format.

7. Training

Training will be provided to:

- All employees, volunteers, students agents and/or contractors who deal with the public or other third parties that act on behalf of St. Leonard's Place Peel
- Those who are involved in the development and approval of client and visitor service policies, practices and procedures.

Training Provisions

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - o Use assistive devices;
 - o Require the assistance of a guide dog, service dog or other service animal; or
 - o Require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.

- St. Leonard's Place Peel's policies, procedures and practices pertaining to providing accessible customer service to clients and visitors with disabilities.

Training Schedule

St. Leonard's Place Peel will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training

St. Leonard's Place Peel will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

8. Notice of Availability and Format of Documents

St. Leonard's Place Peel shall notify clients and visitors that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the client's or visitor's disability. Notification will be given by posting the information in a conspicuous place owned and operated by St. Leonard's Place Peel, the St. Leonard's Place Peel's website, and/or any other reasonable method.

9. Policy Administration

If you have any questions or concerns about this policy or its related procedures please contact:

St. Leonard's Place Peel
Attn: Leslie Barnes, CEO
1105 Queen Street East
Brampton, ON
L6T 4E2
905-457-3611
info@slpp.ca

10. Policy Review

This policy and its related procedures will be reviewed every two years or as required in the event of legislative changes or changes to St. Leonard's Place Peel procedures.