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| Manual Name: Community Programs | Policy and Procedure Number: CP 1.01.00 |
| Section: 1 – Overview | Policy: Accessibility |
| | Procedure: Accessibility |

PURPOSE: Abbotsford Seniors Centre shall 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 receive the quality services and by allowing people with disabilities to participate in their own way, and at their own pace as long as this does not present any safety risk.

POLICY: All programs and services provided by community program staff at Abbotsford shall follow the principles of dignity, independence, integration and equal opportunity. The environment and programs are welcoming to all people including those with special needs. The program staff shall be accommodating so as to promote full participation for all members and clients.

REFERENCE: : Accessibility for Ontarians with Disabilities Act, 2005; Accessibility Standards for Customer Service, Ontario Regulation 429/07; Blind Person’s Rights Act, 1990; Dog Owners’ Liability Act, Ontario; Food Safety and Quality Act 2001, Ontario Regulation 31/05; Health Protection and Promotion Act, Ontario Regulation 562; Ontario Human Rights Code, 1990

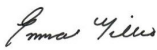
DEFINITIONS:

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 customers 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;
- a mental disorder; or
- an injury

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in

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Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal –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 –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.

APPLICABILITY: This policy applies to community program staff and volunteers who work with members and clients.

COMMUNICATION/TRAINING: This policy is communicated and trained on at departmental orientation

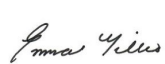
REVIEW OF POLICY: reviewed annually by the Director of Community Programs

ASSOCIATED FORMS: none

PROCEDURES:

The Glebe Centre’s community programs shall 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 members and clients receive the same value and quality;
- allowing members and clients with disabilities to do things in their own ways, at their own pace as long as this does not present a safety risk;

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- using alternative methods when possible to ensure that members and clients with disabilities have access to services, in the same place and in a similar manner;
- taking into account individual needs; and
- communicating in a manner that takes into account the customer's disability.

Use of own assistive device(s):

Persons with disabilities may use their own assistive devices as required when participating in programs and services. The device may remain with the individual in the room of the program or in cases where the assistive device presents a safety concern or where accessibility might be an issue, the device shall be stored closed by and its location shall be communicated to the person. A staff person shall get the device for the member or client when needed.

Assistive devices provided by the Glebe Centre at Abbotsford House:

The following assistive devices are available to use on site on a first come, first serve basis and upon request, to assist clients and members in accessing our programs and services:

- Walkers
- Wheelchairs

Elevators are available to access all levels of Abbotsford House and a ramp at the front entrance is available.

Guide Dogs, Service Animals and Service Dogs:

A client or member 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.

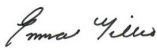
The client or member that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, staff shall make all reasonable efforts to meet the needs of all individuals.

Food Service Areas:

A client or member with a disability that is accompanied by guide dog or service dog shall be allowed access to the dining room and all rooms where food is served.

Support Persons:

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If a client or member with a disability is accompanied by a support person, staff shall ensure that both persons are allowed to enter together.

There may be times where seating and availability prevent the client or member and support person from sitting beside each other. In these situations staff shall make every reasonable attempt to resolve the issue.

Admission Fees:

Support persons are welcome to accompany the client or member for all activities at no charge. Should additional costs be incurred for the support person, there shall be a fee and this shall be communicated in advance of attending a program.

Notice:

A sign indicating that we are available to assist any disabled person shall be posted in the reception area of Abbotsford.

Notice of Disruptions in Service:

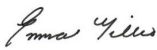
Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the community programs. In the event of any temporary disruptions to facilities or services that client’s with disabilities rely on to access or use the community programs or services, reasonable efforts shall be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications shall include the name of the programs or services that are disrupted or unavailable; reason for the disruption; anticipated duration; and a description of alternative services or options.

Notifications Options:

When disruptions occur, staff shall 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 the website;
- contacting clients with appointments or programs;
- verbally notifying clients when they are making a appointment or arriving at the centre; or
- by any other method that may be reasonable under the circumstances.

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Feedback Process:

The Glebe Centre’s Community Programs shall provide clients and members with the opportunity to provide feedback on the service provided to all including people with disabilities. A book for suggestions and comments is available at the Abbotsford reception and client and member satisfaction surveys are completed. Feedback is welcome at any time in writing or by making an appointment with the Director of Community Programs.

Notice of Availability and Format of Documents:

The Glebe Centre’s Community Programs at Abbotsford shall notify clients and members that the documents related to the *Accessibility Plan* are available upon request and in a format that takes into account their disability. Notification will be given by posting the information in a conspicuous place on site, the website and/or any other reasonable method.

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