



Manual Name: Human Resources	Policy and Procedure Number: HR 8.00.00
Section: 8 – Professional Conduct	Policy: Accessibility for Ontarians with Disabilities Act (AODA)
	Procedure: Accessibility

PURPOSE: The purpose of this policy is to ensure all employees, volunteers and others who deal with the public on behalf of the Glebe Centre in providing goods and services to people with disabilities are in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

POLICY: The Glebe Centre shall respect the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit in the same place and in a similar way as other Residents and Clients.

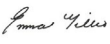
The Glebe Centre is committed to service to people with disabilities and demonstrates this in the following ways:

1. Communication - The Glebe Centre communicates with people in ways which take into account their disabilities. We train staff and volunteers who communicate with people with various types of disabilities.
2. Telephone Services - We are committed to providing fully accessible telephone services.
3. Assistive Devices - We are committed to ensuring our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.
4. Billing - We are committed to providing accessible invoices to customers that can be in alternative formats upon requests.
5. Use of service animals and support persons - We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to public and other parties. We shall ensure all staff and volunteers are properly trained in how to interact with people with disabilities accompanied by a service animal. We are committed to welcoming people with disabilities accompanied by a support person. At no time shall a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Glebe Centre property.
6. Notice of temporary disruption: The Glebe Centre shall provide written notice in the event of planned or unexpected disruption of the facilities or services usually used by people with disabilities. This notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

REFERENCE: Accessibility for Ontarians with Disabilities Act, 2005
 Accessibility Standards for Customer Service (ON Regulations 429/07)
 CARF Standards: Section L ~ Accessibility

DEFINITIONS: N/A

APPLICABILITY This policy applies to all Glebe Centre Employees, students and volunteers.

Created: Feb 2012 Last Reviewed: November 2022, June 2023, August 2024 Last Revised: June 2018	Approved by: Executive Director 	Page 1 of 4
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COMMUNICATION / TRAINING: All employees (including volunteers, students, etc.) shall be trained on accessible customer service. Policy shall be introduced at orientation and reviewed with staff annually via Surge Training.

REVIEW OF POLICY: Annually by Human Resources

ASSOCIATED FORMS: N/A

PROCEDURE

The Glebe Centre Inc. shall maintain a plan that outlines the processes by which the facility shall provide goods and services to people with disabilities according to the following themes. This plan will take into consideration the goods and services the centre provides, barriers to the provision of these goods and services, and how these barriers will be addressed.

1) Communication

The communication needs of any person with a disability shall be considered and the centre will make every reasonable effort to provide information in a format that takes into account the individual’s disability and unique needs.

Staff shall be trained on how to interact and communicate with persons with various disabilities, including what to do if a person with a disability is having difficulty accessing goods and services.

2) Assistive Devices

An assistive device is any piece of equipment a person with a disability uses to help them with daily living including but not limited to wheelchairs, screen readers, listening devices. Persons with disabilities will be permitted to use the devices they require in order to access the Centre’s goods and services. It shall be the individual’s responsibility to obtain and/or bring the device they need when attempting to access goods or services.

Staff shall be trained so that they are familiar with various assistive devices that may be used by persons with disabilities while accessing our goods and services.

The facility shall inform customers of the assistive devices that are available at their various locations and ensure staff knows how to use them.

3) Service Animals

Persons with disabilities who are accompanied by a service animal shall be permitted in areas that are open to the public or other third parties unless the presence of the service animal violates

Created: Feb 2012 Last Reviewed: November 2022, June 2023, August 2024 Last Revised: June 2018	Approved by: Executive Director <i>Emma Giles</i>	Page 2 of 4
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legislation, standards, health and safety grounds (including severe allergies) or other policies. If at all possible, an alternate location or staff person will be found to accommodate the situation.

Staff shall be trained in how to interact with persons with disabilities who are accompanied by a service animal. Centre staff shall assist the individual in locating outdoor space and water for the service animal if needed.

It is the responsibility of the person using the service animal to ensure that the service animal is healthy and kept in control at all times.

4) Support Persons

A support person who is needed by persons with disabilities shall be welcomed and at no time will a person with a disability be prevented from having access to his or her support person. If a fee is involved in the goods or services being sought, clear guidelines for how this fee applies to the support person shall be conveyed beforehand.

Staff shall be trained in how to interact with persons with disabilities who are accompanied by a support person.

5) Notice of Temporary Disruption of Services

Notice of a planned or unexpected disruption in the centre’s facilities or services shall be provided as soon as it is available. This notice shall include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services available, if any. The notice shall be placed at all public entrances and at main reception desk(s) and will be provided in accessible formats where possible and as appropriate.

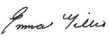
Where previously known (i.e. a scheduled meeting or event), the notice shall be communicated directly to those affected if possible.

6) Training of Staff & Representatives

Training shall be provided to all employees as required by the Act and when changes are made to this policy and/or the Glebe Centre’s plan. For future employees, training shall be included in the general orientation session. Training shall include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the customer service regulation.
- The Centre’s plan to address the Act / Regulation according to each theme.
- What to do if a problem arises while a person is accessing goods/services.

As needed, training shall be provided to volunteers who may be part of the provision of goods and/or services to individuals with disabilities.

Created: Feb 2012 Last Reviewed: November 2022, June 2023, August 2024 Last Revised: June 2018	Approved by: Executive Director 	Page 3 of 4
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7) Customer Feedback

Feedback, including feedback about the delivery of goods and services to persons with disabilities is always welcome. Comments and questions along with responses shall be documented so changes to the policy, procedure, plan or staff training can be initiated as required. All requests for responses will be met in a timely manner. Feedback and questions can be submitted in person, by mail, or through telephone or email to the attention of the Executive Director. Every effort shall be made to provide the response in a format that is accessible to the person who provided the comments.

8) Availability of Documents

All documents required by the Accessibility Standards for Customer Service shall be available through the Executive Director's office. These documents include:

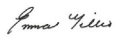
EVALUATION OF POLICY

This policy and applicable plan shall be reviewed annually by the Director of Human Resources. No changes shall be made to this policy or plan before considering the full impact on persons with disabilities.

Training for Employees

The Glebe Centre shall provide training to all employees, students and volunteers on policies, practices and procedures that affect the way the goods and services are provided to people with disabilities and shall include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use and assistive device or require the assistance of a service animal or a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty accessing the Glebe Centre's goods and services.
- The Glebe Centre's policies, practices and procedures relating to the customer service standard.

Created: Feb 2012 Last Reviewed: November 2022, June 2023, August 2024 Last Revised: June 2018	Approved by: Executive Director 	Page 4 of 4
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