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| <b>Section:</b> 200 Employment                                | <b>Effective Date:</b> January 2013 |
| <b>HR Policy Number:</b> 210                                  | <b>Replacing Policy Dated:</b>      |
| <b>Subject:</b> Accessibility for Ontarians with Disabilities | <b>Page:</b> 1 of 4                 |

## **210: Accessibility for Ontarians with Disabilities (AODA)**

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### **Policy:**

Associated Youth Services of Peel strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access of Services and allowing them to benefit from our services, in the same place and in a similar way as other individuals.

This Policy ensures the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) 2005, are being upheld by Associated Youth Services of Peel.

### **Accessible Customer (Client) Service Standard**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this Policy addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices
- The use of Guide Dogs, Service Animals and Service Dogs
- The use of Support Persons
- Notice of Service Disruptions
- Training
- Customer/Client feedback
- Notice of availability and format of required documents

Associated Youth Services of Peel shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, shall be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain services.
- Persons with disabilities shall be given an opportunity equal to that given to others to obtain services.

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- Persons with disabilities may use assistive devices and/or support persons/animals in the access of services.

Definitions:

- **Assistive Devices** - Any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, oxygen tanks, speech generating devices or hearing aids).
- **Disabilities** - The same as definition of disability found in the [Ontario Human Rights Code](#).
- **Employees** - Any person who deals with members of the public or other third parties on behalf of Associated Youth Services of Peel, whether the person does so as an employee, volunteer or student.
- **Persons with Disabilities** - Individuals that are afflicted with a disability as defined under the [Ontario Human Rights Code](#).
- **Service Animals** – are not pets but animals trained to provide assistance to a person with disability. They are individually trained to assist people with disabilities in the activities of normal daily living, to enhance quality of life, and mitigate their disabilities. A service animal is afforded access to all places the public is invited when accompanying their human partner, except where excluded by law.
- **Support Persons** - Any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to services.

Roles and Responsibilities:

This policy applies to all employees, volunteers, students and others who have a relationship with Associated Youth Services of Peel

AYSP Management shall ensure that:

- this policy is implemented and maintained,
- reviews and amendments to this policy shall take place on an ongoing basis, and revised as needed.
- all employees, volunteers and students have the appropriate information and instruction to provide services,
- measures and procedures are followed by employees, volunteers and students

**Procedures:**

Communication:

- Associated Youth Services of Peel employees, volunteers and students when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

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**Format of Documents:**

- Associated Youth Services of Peel will make available, upon request, the documents, or the information contained in documents, required to be provided under the [Guide to the Accessibility Standards for Customer Service](#) to a person with a disability in a format that takes into account the person’s disability.

**Use of Assistive Devices:**

- Associated Youth Services of Peel’s employees shall allow persons with disabilities to use their own assistive devices to access services, as required.

**Service Animals and Support Persons:**

- Associated Youth Services of Peel employees shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities, and other reasonable arrangements to provide services shall be explored with the assistance of the person with disability.
- The client 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 times, however, water must be provided to the animal upon request by the client.
- Persons with disabilities may be accompanied by their support person while accessing services.
- Where confidentiality is important due to the nature of the service being provided, the support person may be asked to sign a confidentiality agreement.

**Service Disruption – Notice:**

- It is possible that from time to time there shall be disruptions in service (e.g. an entrance way that is under repair, disabled washroom out of order).
- Associated Youth Services of Peel will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- In the event that a disruption in service is planned, and expected, it is important to provide reasonable notice.
- Notice shall be posted at front Reception and if possible, disabled clients will be notified by telephone, prior to their appointment.

**Training Requirements:**

- Every person who deals with the public on behalf of Associated Youth Services of Peel, including third parties i.e. employees, volunteers and students must complete training in relation to this Policy.

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- Training will be provided in mandatory new employee orientation sessions or through an online training program as soon as practicable, after beginning work for AYSP.
- Ongoing training on changes to policies and procedures shall be provided.
- Training records, including the dates when the training was provided and certificates of completion, shall be kept by Human Resources.

**Customer/Client Feedback:**

- Feedback from our customers/clients provides Associated Youth Services of Peel with opportunities to learn and improve. Associated Youth Services of Peel recognizes the right of our customers/clients to make a complaint, compliment, or make suggestions on ways to improve our services.
- To assist Associated Youth Services of Peel in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer/client is invited to provide their feedback as follows:
- In writing or by telephone, addressed to the:
  - Executive Director- Associated Youth Services of Peel
  - 160 Traders Blvd. East
  - Suite #100
  - Mississauga, ON.
  - L4Z 3K7
  - Phone: 905-890-5222
  - Fax: 905-890-5230
- The Executive Director shall respond either in writing or by telephone, acknowledging receipt of feedback. Complaints will be addressed according to complaint procedures established in our organization's Policies and Procedures.