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|  | Accessibility |
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Effective Date: May 19, 2023

Revision #: 3

SCOPE

All employees, volunteers and students

RATIONALE

To ensure compliance with the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

POLICY


Community Care Peterborough (CCP) is committed to ensuring equal access and participation for people with disabilities. We are committed to excellence in serving and treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and Ontario's accessibility laws.

CCP understands that obligations under AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

PROCEDURES

Training

1. We are committed to training all employees and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
2. Training of our employees and volunteers on accessibility relates to their specific roles.
3. Training includes:
 - Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
 - our policies related to the Customer Service Standards;
 - how to interact and communicate with people with various types of disabilities;

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- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
 - how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities;
 - what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.
4. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.
 5. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices


6. People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.
7. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

8. We communicate with people with disabilities in ways that take into account their disability. This may include the provision of information in multiple formats.
9. We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

10. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.
11. When we cannot easily identify that an animal is a service animal, our employees may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
12. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.
13. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:
 - Explain why the animal is excluded;
 - discuss with the customer another way of providing goods, services or facilities.

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Support Persons


14. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
15. Fees will not be charged for support persons.
16. In certain cases, CCP might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability, or others on the premises.
17. Before making a decision, CCP will:
 - Consult with the person with a disability to understand their needs;
 - consider health or safety reasons based on available evidence;
 - determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

18. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CCP will notify customers promptly.
19. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
20. The notice will be made publicly available on posted notices on facilities' doors, CCP's website, and other social media platforms.

Feedback Process

21. CCP welcomes feedback on how we provide accessible customer service. Customer feedback will help CCP identify barriers and respond to concerns.
22. Feedback may be provided in the following ways:
 - Hardcopies of the AODA Feedback Form are available at all CCP locations;
 - An electronic AODA Feedback Form is available on our website in pdf as well as a fillable format;
 - A direct inquiry or feedback option is available through email accessibility@commcareptbo.org;
23. All feedback, including complaints, will be directed to Management. Customers can expect to hear back from a Supervisor or Manager within two (2) working days of receiving the written information, letter or phone call. A review will be undertaken and a response provided within five (5) working days.
24. CCP ensures the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

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Notice of Availability of Documents

25. CCP notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the website at www.commcareptbo.org.
26. CCP will provide these documents in an accessible format or with communication support, on request. CCP will consult with the person making the request to determine the suitability of the format or communication support. CCP will provide the accessible format in a timely manner and, at no additional cost.

Information and Communication

27. CCP has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.
28. CCP communicates with people with disabilities in ways that take into account their disability. When asked, CCP will provide information about the organization and its services, in accessible formats or with communication supports:
 - In a timely manner, taking into account the person's accessibility needs due to disability; and
 - at a cost that is no more than the regular cost charged to other persons.
29. CCP will consult with the person making the request in determining the suitability of an accessible format or communication support. If CCP determines that information or communications are unconvertible, CCP will provide the requestor with:
 - An explanation as to why the information or communications are unconvertible; and
 - a summary of the unconvertible information or communications.
30. CCP notifies the public about the availability of accessible formats and communication supports on its website.
31. CCP will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

32. CCP will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
33. CCP will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. CCP consults with the applicants and provide or arrange for suitable accommodation.
34. CCP will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
35. CCP will notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment. CCP provides updated




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information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

36. CCP will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. CCP will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
 - Information that is needed in order to perform the employee's job; and
 - information that is generally available to employees in the workplace.
37. Where needed, CCP will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, CCP will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
38. CCP will provide the information as soon as practicable after it becomes aware of the need for accommodation due to the employee's disability.
39. CCP will review the individualized workplace emergency response information:
 - When the employee moves to a different location in the organization;
 - when the employee's overall accommodations needs or plans are reviewed;
 - when CCP reviews its general emergency response policies.
40. CCP has a Positive and Safe Return to Work Policy for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
41. CCP's performance management, professional development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

42. CCP will meet accessibility laws when designing, planning, selecting or making major modifications to public spaces. CCP will ensure that space used for the provision of services and programs are accessible and where possible include:
 - Outdoor paths of travel, like sidewalks, paved parking lot, ramps, stairs, curb ramps
 - Elevators
 - Accessible washrooms
 - Accessible off-street parking
 - Service-related elements like counters and waiting areas
 - Ensure subcontracts / landlords uphold regular property maintenance, ie. during inclement weather
 - Ensure subcontracts / landlords uphold regular property maintenance schedules.

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Changes to Existing Policies

- 43. Any policies of CCP that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.
- 44. This policy ADM-7-10 Accessibility is publicly available. Accessible formats are available upon request.

RELATED POLICIES

ADM-7-20 Accessible Customer Services Standards
 HS-1-120 Positive and Safe Return to Work

RELATED DOCUMENTS

Accessibility for Ontarians with Disabilities Act, 2005
 Ontario Humans Rights Code

REVIEWS AND REVISIONS

| Date Approved (mmm dd, yyyy) | Comments |
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| April 20, 2016 | Approved by Executive Director |
| Sept 4, 2019 | Reviewed and revised by Executive Director |
| May 19, 2023 | Reviewed and revised by Executive Director |
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| Next Review Date: | May 2026 |
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