

Community Living Georgina  
Integrated Accessibility Standards  
AODA

**Purpose:**

The Integrated Accessibility Standards (Ontario Regulation 191/11), as revised July 1<sup>st</sup>, 2016, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment, transportation, design of public spaces, and customer service.

The requirements under these standards are not a replacement or substitution for the requirements of the Ontario Human Rights Code.

**Policy:**

Community Living Georgina supports principles of and is committed to conforming to all aspects of the AODA and the Human Rights Code and strives to ensure the provision of barrier free services, supports and employment consistent with the principle of dignity, independence, integration and equal opportunity. Where it is not possible to remove a barrier, Community Living Georgina will make efforts to accommodate people with disabilities in a timely, effective, and suitable manner.

**Scope:**

This policy applies to all Community Living Georgina employees and volunteers.

Definitions

**Barrier:**

- Anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, architectural barrier, information or communication barrier, attitudinal barrier, technology barrier, policy or practice.

**Communication Supports:**

- May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

**Accessible formats:**

- May include, but are not limited to, large print, recorded audio and electronic formats and any other formats used by persons with disabilities

**Feedback:**

- Any comments, compliments, suggestions, or complaints provided to Community Living Georgina

#### Disability:

- Disabilities may differ in severity and or visibility, and may be permanent or temporary, or have effects that may come and go.

#### Procedures

Community Living Georgina confirms its commitment to meeting the needs of people with disability through this policy and related policies.

Community Living Georgina will make these documents publicly available in an accessible format upon request.

#### Accessibility Plan

- ✓ Community Living Georgina will maintain a Mulit Year Accessible Plan and review and update it once every five years.
- ✓ Community Living Georgina will post the plan on its website and provide it in an accessible format upon request.
- ✓ Should additional barriers be identified, they will be added to the plan.

#### Information and Communication

##### Feedback:

Community Living Georgina will ensure its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communication supports.

##### Accessible formats and communication support:

Community Living Georgina shall provide or arrange upon request accessible formats and communication supports for people with disabilities in a timely manner that takes into account each person's accessibility needs.

We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Communication supports will be provided at a cost that is no more than the regular cost charged to other people.

#### Accessible Websites and Web Content:

Community Living Georgina will make its internet websites and web content conform to WCAG 2.0, initially at level A and increasing to level AA, except where not practical to do so.

## Procurement

Community Living Georgina shall incorporate accessibility features and or criteria, where applicable, in its policy and procedures. This shall include new or redeveloped spaces.

## Employment

Policies and procedures are intended to build an inclusive and accessible work environment free from discrimination and harassment.

## Customer Service

Use of assistive devices:

Community Living Georgina recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids etc.) to access services. Community Living Georgina will support people in the use of their assistive devices to obtain or receive services.

Communication:

Community Living Georgina will communicate in a manner that takes into account the persons disability.

- ✓ Communication will be respectful and individualized, (in person, by phone, written or online).
- ✓ Requested documents will be in a format that takes into account the persons disability and supports will be provided to ensure the person is able to understand and use the documents.
- ✓ Community Living Georgina shall ensure that any areas of premises that are not open to the public are marked as such.

## Service Animals

Community Living recognizes that some people may require the use of a service animal. Service animals, such as, but are not limited to guide dogs, hearing dogs, seizure response dogs, and certified service animals are permitted entry to all CLG owned facilities unless other circumstances arise requiring the denial of access. Where such a case arises an alternate meeting format is arranged, ie, teleconference or other assistive measures available to deliver goods or services to ensure equality of outcome.

## Support Persons (as per AODA, not CLG job classification)

If a supported person accompanies a person with a disability, the organization ensures that both parties are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the supported person. This organization may require a person with a disability to be accompanied by a support person when on the organization's premises, but only if a support person is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises. Where fees for programs, goods and services are advertised or promoted by the organization, advance notice of the amount payable, if any, in respect of the support person is provided.

## Disruption of Service

If there is a disruption in a particular location or service used to allow a person with a disability to access goods or services, the organization gives notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting is placed in a conspicuous place on the premises of the organization, or by other reasonable methods according to the circumstances. If the disruption is unexpected, notice is provided as soon as possible.

## Training

- All employees, and volunteers have access to a paper copy on site at all program locations, and an electronic copy of The Accessibility for Ontarians with Disabilities Act (AODA) as a training tool which includes and defines the Core Principles of Accessible Customer Service. Training is provided in a way that best suits the duties of the employees, volunteers and other persons. This accessibility policies including this policy are reviewed by staff upon hiring and once annually. This provides an understanding of the purpose of the AODA as well as the requirements of the Integrated Accessibility Standards.
- Staff will be trained when changes are made to any accessibility policy. New staff are educated on the Act upon commencement of employment.
- Staff are training on how to use any equipment or devices available at CLG that may help with the provision of services to people with disability.

Community Living Georgina keeps a record of the training it provides.

## Confidentiality of Information

Personal information concerning a person's disability cannot be released with the consent of the person and must be managed in a manner that is consistent with the Freedom of Information Guidelines, Personal Information Protection Guidelines, and Community Living Georgina policy and procedures. When the accommodation process requires the release of confidential information to a third party, that party shall ensure that confidentiality is protected, that the information is kept in a secure location, and that the information is used solely for the purpose that the release was intended.

## Feedback Process

The organization provides a mechanism that allows the public to provide feedback on the manner in which the organization provides programs, goods and services to people with disabilities. The feedback process permits the person to provide feedback in person, by telephone, in writing, or by electronic or otherwise. The process details the organizations process of receiving and responding to feedback including timelines and contact information and this process is made available on the organization's website.