



MANUAL: Operational

**POLICY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES**

GOVERNING BODY: CCA ORG-PS-3

APPROVED BY: Executive Director

EFFECTIVE DATE: April 2014

DATE OF REVIEW AND/OR UPDATE: July 2017

## POLICY

Sancta Maria House is committed to providing a barrier-free environment for all persons including clients and youth in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act"). The goal of the Act is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

Sancta Maria House continually assesses the accessibility of our programs, services and resources.

## PROCEDURES

These procedures apply to all workers at Sancta Maria House, including employees, students, volunteers and contractors who, on behalf of Sancta Maria House, deal with members of the public, clients/youth or other third parties.

### 1. Communication

Sancta Maria House will strive to communicate with all persons in a manner that is accessible and that takes into account a disability.

### 2. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative

methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

### **3. Service Animals**

Persons with a disability may enter premises owned and/or operated by Sancta Maria House accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law. If a service animal must be excluded, we explain to our client why this is the case and explore alternative ways to meet the client's needs.

### **4. Support Persons**

A person with a disability may enter premises owned and/or operated by Sancta Maria House with a Support Person and have access to the Support Person while on the premises. Sancta Maria House may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

### **5. Notice of Temporary Disruptions**

If there is a planned or unexpected disruption of a facility or service, Sancta Maria House will post a notice at the entrance of the applicable premises and on the home page of the Sancta Maria House website. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

### **6. Training and Records**

Sancta Maria House will provide training on the requirements of the regulation as it relates to a person's duties and on the Ontario Human Rights Code as it relates to people with disabilities. Sancta Maria House will provide training, and ongoing training as required under the Act, to all employees, volunteers, students and contractors to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

### **7. Employment Standards**

The Ontario Human Rights Code requires all employers, landlords and service providers to meet the accommodation needs of people with disabilities to the point of undue hardship. Undue hardship is the legal limit of the duty to accommodate. It refers to situations where severe negative effects outweigh the benefits providing accommodation.

### **8. Receiving and Responding to Feedback**

Sancta Maria House welcomes and appreciates receiving and responding to feedback regarding this Policy and its implementation. Feedback can be provided by telephone, electronically via email, in writing or in person to any staff who, in turn, will review the feedback and any

required changes with the Executive Director or designate. The Executive Director and Assistant Director will review the feedback and determine the response which is to be communicated back to the individual within 10 business days. The Executive Director or Assistant Director will ensure that the feedback and response is documented and that records are maintained for 12 months.

#### **9. Documentation to be Made Available**

This Policy shall be made available to any client or member of the public upon request. Notification of same shall be posted on Sancta Maria House's website and at a conspicuous place at each premise to which this Policy applies.

#### **10. Format of Documents**

Sancta Maria House will provide documents, or the information contained in documents, to a person with a disability in a format that takes the person's disability into account.