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<u>Policy Title:</u> Accessibility for Ontarians with Disabilities (formerly Accessibility)		<u>Date of Issue:</u> June 2018	
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POLICY

Maltby Centre is committed to providing persons with disabilities with equal opportunities and standards in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Interactions shall occur in a manner that respects dignity, independence, integration and equal opportunity. Persons with disabilities shall benefit from the same opportunities, in the same place and in a similar way as other persons.

This policy shall apply to all employees, students, consultants, volunteers, Board Members, and every other person or organization that interacts with the public on behalf of Maltby Centre.

DEFINITIONS

The Ontarians with Disabilities Act, 2001 defines the term “disability” as follows:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

PROCEDURE

1. Providing Goods and Services to People with Disabilities

Maltby Centre is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

i. Communication

We will communicate with people with disabilities in ways that takes into account their disability. We will ensure that our website and brochures are written in plain language. We will ensure the Agency's website is accessible to persons with disabilities as per WCAG Level AA standards.

We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities. Maltby Centre's Accessibility for Ontarians with Disabilities policy will be posted on the Agency's website.

ii. Telephone Services

We are committed to providing fully accessible telephone service to our clients.

We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available, respecting privacy and confidentiality.

iii. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

We will also ensure that staff know how to use the assistive devices available on our premises for clients.

2. Use of Service Dogs and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service dog.

We will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service dog.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter a Maltby Centre facility with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

Fees will not be charged for support persons for admission to Maltby Centre premises or programs (for example for a workshop where a fee is charged to attend). Clients will be informed of this by this policy being posted on Maltby Centre's website.

3. Notice of Temporary Disruption

Maltby Centre will provide clients with notice in the event of a planned or unexpected disruption at any of its facilities or to 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.

The notice will be posted at all public entrances and reception areas on the premises. In addition, the telephone message at each site will indicate the temporary service disruption. Maltby Centre will also consider notifying any clients with an in person appointment or posting it on social media.

4. Accessible Emergency Information

Upon request, Maltby Centre will provide publicly available emergency information to clients in an accessible format or with appropriate communication supports, as soon as practicable.

5. Training for Staff

Maltby Centre will provide customer service training to all employees, volunteers and any others who deal with the public or other third parties on the premises or who participate in developing policies on behalf of Maltby Centre as soon as practical. The training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards and the integrated accessibility standards
- The Human Rights Code as it pertains to persons with disabilities
- How to interact and communicate with people with various types of disabilities
- 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 assistive devices available on the premises that may assist persons with disabilities
- What to do if a person with a disability is having difficulty accessing Maltby Centre programs and services
- Maltby Centre policies, practices and procedures relating to the customer service standard

Training will be provided on an ongoing basis and when changes are made to policies, practices and procedures.

A record of training will be kept for all employees who complete the above training including dates on which the training was completed.

6. Multi-Year Accessibility Plan and Compliance Reporting

Maltby Centre will develop and implement a multi-year accessibility plan that will be reviewed and updated as required to maintain compliance with the Act. The multi-year accessibility plan will be posted on Maltby Centre's website and provided in an accessible format upon request.

The Agency will complete and submit Accessibility Compliance Reports as required by the Act.

7. Feedback Process

The ultimate goal of Maltby Centre is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met will be solicited, welcome and appreciated.

Feedback regarding the way Maltby Centre provides goods and services to people with disabilities may be made verbally in person, or by completing the Client Satisfaction Feedback form by email, facsimile, or regular mail. All feedback will be directed to the Executive Director, or designate. Clients will hear back within ten (10) business days.

Complaints will be addressed according to procedures already established in Maltby Centre complaint management policies and procedures.

8. Notice of Availability and Format of Documents

Maltby Centre will notify the public that the documents related to the Accessibility for Ontarians with Disability Act may be provided upon request and in a format that takes into account the customer's disability in a timely manner by including this information on Maltby Centre's website. Accessible formats will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Maltby Centre will consult with the person making the request to determine the suitability of the format or communication support.

9. Self-Service Kiosks

Maltby Centre will incorporate accessibility features if ever designing, procuring or acquiring any self-service kiosks.

10. Design of Public Spaces

Maltby Centre will meet accessibility standards from Design of Public Spaces when building or making major modifications to public spaces. Due to the nature of our business, public spaces will typically include only service-related elements like service counters, fixed queuing lines and waiting areas.

Cross reference: Policy – 8.1.20 *Client and Community Complaints*
Policy – 8.4.60 *Emotional Support, Therapy and Service Dogs on Maltby Centre Premises*