



Statement of Policy and Procedure

Manual:	General Administration	Effective:	07-2014
Section:	Organization	Revised:	June 2018
Subject:	Integrated Accessibility Policy		

Preamble:

The Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to provide goods and services and facilities with regards to:

- Dignity, where dignity is a manner that is respectful to persons with a disability and does not diminish the person's importance.
- Independence, where independence is respecting their right to do for themselves and to choose the way they wish to receive the goods and service and facilities.
- Integration, where integration is access to all goods and services and facilities. This may require alternative formats and flexible approaches. It is inclusiveness and provides for full participation. This is a fundamental human right.
- Equal opportunity, where equal opportunity is providing goods and services and facilities where their access is equal to that given to others.

Purpose:

The purpose of this policy is to ensure the delivery of goods, services and facilities to people with disabilities is in compliance with the Accessibilities Standards for Customer Service, O. Reg. 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 and all the applicable legislation.

Policy Statement:

In fulfilling our vision and mission for enhancing the quality of life Marianhill Inc. and Community Services Marianhill (Marianhill) strives to respect the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access and benefit equally from all goods

and services and facilities, in the same place and in the same manner or similar as others.

Marianhill is committed to providing people with disabilities, access, use and benefits of services, programs, and goods and facilities in a manner that respects their dignity and that is equitable in relation to others we provide goods and services and facilities to.

Scope:

This policy applies to all employees, volunteers, physicians, board members and third party contractors who deal with the residents, clients and the public on our behalf.

Use of Personal Assistive Devices:

People with disabilities have the right to use their own personal assistive devices to access services provided, unless there is an associated risk to the person with the disability or any other person when using the device.

When an individual with a need has an assistive device used in accessing services, we will ensure that there is a process in order that our staff is familiar with various assistive devices at the time one may be used.

Communications:

Communication includes the process of providing, sending, receiving and understanding information. This includes using assistive devices or communication services to change the usual method of communication, if necessary.

In using generic forms of communications (webpage, printed material, layout of standard letterhead stationary and content, creation and use of generic Marianhill presentation template and format etc.) compliance with the legislation will be managed by making all of these forms of messaging suitable to the colours, font style/size and background set out in the legislation according to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 guidelines.

All staff, volunteers, physicians, third party contractors and board members communicate with persons with a disability in a manner that takes into consideration the person's disability; enabling the persons with disabilities to communicate effectively for the purposes of using our services and facilities and receiving our goods.

The following are some examples of various methods that are used to optimize communication for persons with a disability:

- Large print materials
- Graphics, pictograms and written signage
- Devices that read or speak the messaging

Use of Guide Dogs and Service Animals:

People with disabilities have the right to be accompanied by their guide dog or service animal to enable independence in accessing goods and services and facilities while on Marianhill premises. Accommodation will be made for service animals taking into consideration the safety of others and any applicable legislation that excludes service animals. If a service animal is excluded by another law, other measures will be provided to ensure that the person with a disability is able to access goods and services and facilities.

Use of a Support Person:

People with a disability who are accompanied by a support person have the right to have access to that support person while at Marianhill. This access is to assist them with such items as, communication, mobility, personal care and/or medical needs to enable access to goods and services and facilities provided by Marianhill.

A support person may be a regulated health professional or unregulated person such as a family member, volunteer or friend.

This policy, acknowledges the need to ensure confidentiality and adhere to Marianhill's policies and procedure. As such, support persons are expected to sign Marianhill's confidentiality agreement, and review and agree with the various applicable policies and practices.

Where required, the support person will be asked to identify the disability-related service(s) he/she provides.

Temporary Service Disruption:

Marianhill provides notice to all people that rely on and access goods and services and facilities at Marianhill in the event of a temporary disruption to the facilities or services.

The notice of disruption includes:

- Reason for disruption
- Anticipated duration
- Description of alternative facilities or services that are available

Examples of when notices are provided include:

- Reduced entrance/exit access due to construction, maintenance or outbreak of illness
- Reduced access to assistive devices due to maintenance, equipment malfunction, theft or other reasons
- Elevators closed due to maintenance

Marianhill is committed to ensuring that these communications are made accessible to people with disabilities. The information is posted at a conspicuous place on our premises, on the website and/or by other methods as necessary to meet identified communication needs.

Training and Education:

All members of the Marianhill community, including staff, volunteers, physicians, board members, contractors and other third parties who act on behalf of Marianhill will receive training about the requirements of the Integrated Accessibility for Ontarians with Disabilities Act and on disability related obligations under the Ontario Human Rights Code. Training will be provided based on individuals' needs and duties within Marianhill and as soon as is practical after they are assigned the applicable duties. Training may be in the form of a group session, a brochure, reviewing of policies, web-based training module and/or as a component of orientation.

Process for Providing Feedback:

Feedback and comments about the accessibility and quality of goods and services and facilities Marianhill provides to people with disabilities are welcome and appreciated. All feedback will be reviewed and responded to within 15 business days. Any person can contact Marianhill with their questions, comments or concerns via email, telephone, in writing, in person or using any other method that is used by the person with a disability.

The feedback process is accessible to people with disabilities by providing or arranging for provisions of accessible formats or communication supports upon requests.

Reference:

<https://www.ontario.ca/laws/regulation/070429> accessed July 2018

https://www.oanhss.org/OANHSS/Policy_Exchange/Policy_Exchange_Link.asp
accessed March 2016