



LES RESSOURCES FAMILIALES
JUBILEE HERITAGE
FAMILY RESOURCES

GCHI-NENDMOOK
ANISHNABE
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Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation Policy

Intent

This policy is intended to meet the requirements of the Integrated Accessibility Standards Ontario Regulations for the employment standard under the Accessibility for Ontarians with Disabilities Act, 2005.

The AODA is an Ontario Law mandating that organizations must follow standards to become more accessible to people with disabilities. The goal of the province is to be fully accessible by 2025. All levels of government, private sectors and non-profits must comply with this regulation.

This policy applies to all staff, volunteers and students. This policy and procedure will be reviewed and signed off by all staff, volunteers and students prior to commencing employment or returning to work, at any time when a change is made and annually.

Statement of Commitment

Jubilee Heritage Family Resources [JHFR] is committed to ensuring equal access and participation for people with disabilities. We are committed to 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 by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA)

Training

JHFR is committed to training staff and volunteers in Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

Customer Service:

JHFR has implemented the customer service standards and a policy has been in place since January 2012. To provide accessible customer service, JHFR will:

1. Create and put in place a plan that:
 - Considers a person's disability when communicating with them.
 - Allow assistive devices in our workplace, like wheelchairs, walkers and oxygen tanks.
 - Allow service animals.
 - Welcome support persons.
 - Let customers know when accessible services are not available.
 - Invite customers to provide feedback.
2. Train staff on accessible customer service.
3. Put our plan in writing.
 - Let customers know how to find our plan.
 - Offer the plan in accessible formats, like large print, if requested.
4. Report their progress online.

JHFR will:

- Consider how people with various disabilities communicate.
- Ask customers how we can best communicate with them.
- Ask ourselves: how can we make communication accessible? Every situation is different and depends on the individual's needs.
- Get more details on various ways to communicate.

Allow Assistive Devices

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include a wheelchair, screen reader, listening device or cane.

JHFR will:

- Ask how to accommodate a customer with their assistive device.
- Offer helpful measures, such as signing attendance boards or carrying school bags to lockers.
- Be aware of any potential dangers on the premises and inform the customer and offer an alternative option. For example, an open flame could be dangerous for someone with an oxygen tank.

Allow Service Animals

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.

JHFR will:

- Welcome people with disabilities and their service animals.
- Identify the areas of the premises open to service animals.
- If we cannot easily identify that an animal is a service animal, we may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- If service animals are excluded by law, we will provide an alternative area for the customer to receive services.

Support Persons

A support person is someone who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. A support person does not have to be a paid support worker. He or she can be a family member or a friend.

JHFR will:

- Welcome support person in our agency to accompany a person with a disability.

Notice of Temporary Disruption

Sometimes accessibility features or services require repair or are just temporarily out of service. (e.g. an elevator or accessible washroom) In the event of a planned or unexpected disruption to services or facilities for customers with disabilities,

JHFR will:

- Notify customers promptly.
- Post the notice in a place where people are most likely to find it such as building entrance, website and other high-traffic area.
- 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.

Feedback Process

Invite customers to provide feedback. A good way to learn about barriers that exist in your workplace is to collect comments from your customers with disabilities. Invite

customers to give feedback on how you provide accessible customer service. Let customers know how to do this.

JHFR will:

- Receive feedback in person, by telephone, by email.
- All feedback, including complaints will be taken seriously and directed to the Executive Director and/or Manager of Family Services.

Information and communications

JHFR will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency and safety information.

JHFR will:

- Consult with people with disabilities to determine their information and communication needs.
- Ensure existing feedback processes are accessible to people with disabilities upon request.

Employment

JHFR is committed to fair and accessible employment practices.

JHFR will:

- Notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.
- Notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees who have a disability.
- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

JHFR will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Play Spaces
- Eating Areas
- Waiting Areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

This document is publicly available. Accessible formats are available upon request.

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