

Category: Policies & Procedures			Title: Accessibility for Ontarians with Disabilities Act		
Sub-category: Human Resources/Administration			Page: Page 1 of 4		
Effective Date: March 2013					
Revision Dates	April 2013	September 2017			

Accessibility for Ontarians with Disabilities Act

Policy

The Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge Branch (C.M.H.A. H.K.P.R.) is committed to being responsive within our service locations to the needs of staff and clients by providing quality goods and services that are accessible.

This policy establishes accessibility standards for customer service in accordance with the Accessibility for Ontarians with Disabilities Act (A.O.D.A.), 2005 and in keeping with Accessibility Standards for Customer Service, Ontario Regulation 429/07.

Purpose

Assistive Devices

Devices used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer service standard. Assistive devices include, but are not limited to wheelchairs, reading machines, recording machines, hearing devices, devices for grasping, a white cane.

Barrier

Barrier means 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 information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

Disability

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, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or

Category: Policies & Procedures			Title: Accessibility for Ontarians with Disabilities Act		
Sub-category: Human Resources/Administration			Page: Page 2 of 4		
Effective Date: March 2013					
Revision Dates	April 2013	September 2017			

an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animals

- a) A "guide dog," as defined in Section 1 of the Blind Persons Rights' Act; or
- b) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
- c) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
- d) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person

A support person is defined as a person who accompanies a person with a disability in order to help them with communication, mobility, personal care or medical needs or with access to goods or services.

Procedures

3.1 Assistive Devices

- a) People with disabilities may choose to use their own personal assistive devices to obtain, use or benefit from the services offered by C.M.H.A. H.K.P.R. unless there is a defined risk associated with that use.
- b) Should a person with a disability be unable to access services through the use of their own personal assistive device, C.M.H.A. H.K.P.R. will assess service delivery and potential service options to meet the needs of the individual.
- c) C.M.H.A. H.K.P.R. staff, third party contractors and others who provide service to tenants/clients will be familiar with the assistive devices and other accessibility supports at C.M.H.A. H.K.P.R. that will increase the accessibility of our services to people with disabilities.

Category: Policies & Procedures			Title: Accessibility for Ontarians with Disabilities Act		
Sub-category: Human Resources/Administration			Page: Page 3 of 4		
Effective Date: March 2013					
Revision Dates	April 2013	September 2017			

3.2 Service Animals

- a) C.M.H.A. H.K.P.R. welcomes people with disabilities who are accompanied by a service animal. The individual is responsible for the care, supervision and control of their service animal while on the premises.
- b) Service animals are not permitted where food preparation is being undertaken and utility rooms; or as otherwise disallowed by law.

3.3 Support Persons

- a) People with disabilities have the right to have their support person present while accessing goods and services.
- b) If confidential information is going to be discussed, the person with the disability has the option to have their support person present or not.
- c) C.M.H.A. H.K.P.R. may request that a person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

3.4 Notice of Service Disruptions

- a) If there is a temporary disruption in the availability of services and facilities used by an individual with a disability (e.g., temporary loss of elevator service), C.M.H.A. H.K.P.R. will notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- b) If the disruption is anticipated, a reasonable amount of advance notice of the disruption will be provided. If the disruption is unexpected, notice will be provided as soon as possible.

3.5 Feedback

- a) C.M.H.A. H.K.P.R. welcomes feedback on the provision of goods and services provided to individuals with a disability. Feedback can be provided either in person, by telephone, in writing, by email, or electronically by another method.
- b) A Feedback Form can be filled out online on our website www.cmhahkpr.ca downloaded in accessible formats from the website, or a copy of the form can be

Category: Policies & Procedures			Title: Accessibility for Ontarians with Disabilities Act		
Sub-category: Human Resources/Administration			Page: Page 4 of 4		
Effective Date: March 2013					
Revision Dates	April 2013	September 2017			

picked up in our building office. The feedback form is available in alternate formats when requested.

- c) C.M.H.A. H.K.P.R. will follow-up with the individual, within (10) working days. All feedback will be kept in the strictest confidence and will be used to improve customer service.

3.6 Training

- a) All individuals who interact and deal with members of the public or other third parties on behalf of C.M.H.A. H.K.P.R. whether the person does so as an employee, agent, volunteer or otherwise shall be required to receive training on providing service to people with disabilities.
- b) C.M.H.A. H.K.P.R. shall ensure that employees and volunteers who deal with the public on behalf of C.M.H.A. H.K.P.R. and those who are involved in C.M.H.A. H.K.P.R. policy and program development and/or in directing, monitoring or evaluating policies receive training on accessible customer service.
- c) All third party contractors who deal with the public or other third parties on behalf of shall ensure that their employees, agents, subcontractors, etc. receive training in accordance with this policy and the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and, upon request, shall provide the training records to C.M.H.A. H.K.P.R. if requested.
- d) C.M.H.A. H.K.P.R. employee/volunteer and third party contractor training will include a review of the purposes of the requirements of this policy.