



<b>Section Heading:</b>	<b>Section Number: 1</b>
<b>Policy Title:</b> Accessibility for Persons with Disabilities	<b>Policy Number:</b> A - 1

### ***Policy***

**Community Care Durham is committed to providing exceptional and accessible service, respecting the dignity and independence of service users in accordance with Community Care Durham's stated Values.**

Community Care Durham is committed to providing equal access and treatment to people with disabilities with respect to programs and services. This commitment extends to clients, families, visitors, students, volunteers and employees with visible or non-visible disabilities.

Community Care Durham staff and volunteers are trained on how to provide customer service to persons with disabilities in accordance with the core principles of the accessibility standard.

Community Care Durham makes reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of the Accessibility for Ontarians with Disabilities Act, 2005.

- ◇ Dignity – Awareness and respect are paramount.
- ◇ Independence – Consideration is given to how persons with disabilities access and use services.
- ◇ Integration, except when alternate measures are necessary to meet the needs of people with disabilities – Where possible, persons with disabilities access services in the same place and similar manner as others.
- ◇ Equal opportunity – Persons with disabilities should not be required to put forward a greater effort in order to use, access, or benefit from services.
- ◇ Consider the disability – When communicating with a person with a disability, an employee or volunteer will do so in a manner that takes into account the disability.

Community Care Durham will notify persons to whom it provides services that the documents required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07) are available on request. As such, this policy is posted on bulletin boards and on the Community Care Durham website and is provided in such other method as is considered reasonable in the circumstances.

If Community Care Durham is required to give a copy of a document to a person with a disability, Community Care Durham will take into account the person's ability to access the information and will provide the information in a format that meets those needs as agreed upon with the person and/or their support person.

## Community Care Durham

A **support person** is an individual chosen by a person with a disability to provide assistance with communication, mobility, personal care, medical needs, or to assist with accessing services. Persons with disability may be accompanied by a support person in any area that is open to the public if that person is essential to protect the health and safety of the person with a disability or the health and safety of others on the premises. If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, (for example at congregate dining) Community Care Durham will ensure that notice is given in advance about the amount, if any, payable in respect of the support person. In some cases (e.g. attendance at a COPE support group), it may be necessary for the support person to provide written consent in order to comply with Community Care Durham's policy on confidentiality.

If a person with a disability is accompanied by a **service animal**, e.g., guide dog or other, Community Care Durham will ensure that the person is permitted to enter any facility with the animal and to keep the animal with him/her and under his/her control, unless the animal is otherwise excluded by law (e.g., a kitchen where food is prepared).

A person with a disability may provide their own **assistive device** for the purpose of obtaining or using Community Care Durham services. It is the responsibility of the person with a disability to ensure that the assistive device is operated in a safe and controlled manner.

Community Care Durham will provide **notice of temporary disruptions**, if any. Clients will be contacted and /or this notice will be posted, by the supervisor of the site so affected, on bulletin boards and Community Care Durham's website if feasible, and will include information about the reason for the disruption, its anticipated duration, and a description of any available alternative services.

All individuals will have the opportunity to submit **feedback regarding the provision of accessible customer service**. The feedback process and feedback form will be promoted on the Community Care Durham website and through other printed outreach methods. The feedback process includes opportunity to provide feedback in person, by telephone, by mail, by email, fax or otherwise.

Community Care Durham develops and maintains a Multi -Year Accessibility Plan, reviewing annually achievement of targets.

Internet websites and web content controlled by Community Care Durham will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

## Community Care Durham

### **Employment Related Standards:**

#### Recruitment

Upon request from the applicant, Community Care Durham provides information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are selected for interview and/or testing are notified of the process and accommodations that may be available that take into account the applicant's disability.

#### Employee Supports

As part of the orientation process, Community Care Durham provides information to employees regarding policies and procedures, including accessibility and accommodation.

#### Return to Work Process/Individual Accommodation Plan

Community Care Durham facilitates safe return to work as outlined in the policy on Medical Leave and Modified Work. Accommodation is requested in writing by the employee.

**Access to this Policy: This policy is posted on bulletin boards at all locations, on the Community Care Durham website and, on request, will be read on request by a staff member to a service user in person or by telephone. A copy of this policy is available in larger print format on request to Administration, Community Care Durham.**

See also Policy on Accessible Customer Service for details of training.

Contact Person: Human Resources / Executive Director

Cross Manual Reference:

Relevant forms:

Approval Date: December 17, 2014

Approved by: Directors Team