

	ADMINISTRATION POLICY & PROCEDURE MANUAL	Approved: Executive Team Implemented: October 2013 Date Revised: October 2019 Date Reviewed: June 2021
Introduction		1-04

Accessibility for Ontarians (OADA) Service Policy Serving People with Disabilities

Policy

Vanier Children’s Services is committed to ensuring that our staff, students, and clients will be provided access, technology, and services in a way that respects the dignity and independence of people with disabilities. Vanier is committed to ensuring that people with disabilities have the opportunity to access our services and allow them to benefit from this in a similar way to other clients.

Definition

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Regulation 191/11 (Integrated Accessibility Standards) under the Accessibility for Ontarians with Disabilities Act, 2005 have been developed to create mandatory accessibility standards that identify, remove, and prevent barriers for people with disabilities. These standards apply to all private and public sector organizations across Ontario.

Responsibilities

Vanier’s commitment is to:

- develop policies and procedures to ensure all staff provide services to people with disabilities.
- make our buildings, workspaces, and meeting places accessible to visitors and employees with disabilities.
- report on its progress in developing and implementing policies and practices to improve access, participation and outcomes for people with disabilities.
- Integrated Accessibility Standard Ontario Regulation 191/11 -
Communication. Ensure an accessible agency website- Request for Alternate Format form will be made accessible at all points of contact (Reception, Website, etc.) and reasonable effort will be made to meet the request. We are committed to providing fully accessible telephone service and will offer to communicate by various means, (e.g. in person, e-mail, Bell IP relay service and Bell relay service 1-800-855-0511).
Employment: Vanier is committed to fair and accessible employment practices. All relevant HR policies and procedures will ensure compliance with the AODA legislation. On request, Vanier will provide any information that an employee requires to perform his/her job in an accessible format.
Built Environment: Vanier will consider the Accessibility Standards when building or making major modifications to its owned properties as required.
Transportation: Transportation Standards do not apply to Vanier.
Multi-year accessibility plan: A multi-year accessibility plan was developed after an accessibility audit of all Vanier locations. It outlines a strategy to prevent and remove barriers and address the current and future requirements accessibility barriers and prevent future barriers. This plan is published on our agency website and is reviewed, acted upon, and edited at minimum on an annual basis.

Providing Services to People with Disabilities

Vanier 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:

- *Communication*
Vanier will communicate with people with disabilities in ways that take into account their disability. We will train staff on how to interact and communicate with people with various types of disabilities.
- *Telephone Services*
We will train staff to communicate with clients over the phone in clear and plain language. We will offer to communicate with clients by email or via their support person if telephone communication is not suitable to their communication needs.
- *Assistive Devices*
Vanier will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.
- *Documents and Information Sharing*
Vanier will provide reports via email, with consent, or in large print format upon request.
- *Use of a Service Animal*
Vanier welcomes clients and external professionals with disabilities who are accompanied by a service animal to our premises. Vanier will ensure staff is properly trained on how to interact with people who are accompanied by a service animal.
- *Use of a Support Person*
Vanier welcomes clients and external professionals with disabilities who are accompanied by a support person. A person with a disability attending a training session or seminar at our agency with a support person will not be charged for the support person. Participants will be informed of this at the time of registration.
- *Notice of Temporary Disruption*
Vanier will provide clients and external professionals with notice in the event of a planned or unexpected disruption in the devices used by people with disabilities. Notice will include the reason for disruption, the anticipated duration, and a description of alternate measures, if available. This notice will be placed at all public entrances.
- *Training*
Vanier will provide training to all staff and volunteers and will include the following points:
 - the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - 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 support person.
 - what to do if a person with a disability is having difficulty accessing Vanier's services.
 - Vanier's policies, practices, and procedures relating to the customer service standard.
 - Vanier's policies, practices, and procedures relating to the provision of job accommodations that take into account an employer's accessibility needs due to disability.

Training will be provided to new staff upon hire. Staff will also receive a training update when changes are made to policies, practices, and procedures.

- *Emergency Planning*

The AODA requires employers to provide information about emergency response plans and public safety information. Vanier does have an evacuation safety plan posted at the entrance that provides information on: fire pull stations, smoke alarms, CO alarms, fire extinguishers and exit locations. If information is required in a more accessible format, this will be provided.

Any individual (staff, visitor, client) who requires assistance in the case of emergency should make it known to their supervisor (for staff) or a staff member (for visitors or client). Emergency response plans will be developed to meet these individual needs.

- *Notice of Availability of Documents:*

This document and other policies and practices related to the provision of goods and services for people with disabilities will be advertised through a variety of methods (Agency's website and Reception areas) to ensure the public is aware of their existence. These documents will be made available on request and when an alternate format is requested all reasonable effort will be made to provide them in the requested format.

- *Feedback Process*

Feedback regarding the way Vanier provides services to people with disabilities can be made verbally in person or over the phone, in writing via email or letter sent to our agency address. All feedback will be directed to the appropriate Director who will respond within a reasonable time limit.

- *Monitoring and Review*

This policy will be monitored and reviewed according to Vanier Administrative Policy 1-40, every three years. All Vanier policies are reviewed to ensure they respect the dignity and independence of people with disabilities.

- *Confidentiality*

Any information given or collected about a person with a disability will be kept strictly confidential, unless otherwise agreed to by the person(s) involved.