
	POLICIES & PROCEDURES MANUAL
SECTION 1 – SUPPORTS & SERVICES POLICY #SS-27	SUBJECT: Providing Services to People With Disabilities & Accessibility
APPROVED:  <hr/> Executive Director	DATE APPROVED: December 2010 DATE REVISED: February 2011, April 2014, October 2016, February 2017, September 20, 2019, August 25, 2023

POLICY STATEMENT

Community Living Prince Edward strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to providing access to supports in ways that consider each person’s needs, along with specific requirements for the provision of service.

The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, (AODA)), the Ontario Human Rights Code, and other legislative requirements. In keeping with legislation, CLPE will have a multi-year Accessibility Plan, which will be revised annually and updated at a minimum of every five years.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

DEFINITIONS:

Assistive Devices: Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids).

Disability: As per the Ontario Human Rights Code, “disability” means (refer to OHRC for full definition) and under the Workplace Safety and Insurance Act, 1997 (“handicap”). Examples of disabilities include, but are not limited to

intellectual, physical, communication, visual, hearing, etc.

Service Animal: Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Person: Any person, whether a paid professional, volunteer, family member, or friend, who accompanies a person with a disability to help with communications, personal care or medical needs, or with access to goods or services.

PROCEDURE

1. Community Living Prince Edward will provide services and communicate with people with disabilities in ways that consider their disability. This is inclusive of all buildings and properties owned by CLPE, a person's environment, transportation and communication services as well as attitudinal barriers.
2. Depending upon the need, this may include but is not restricted to, the use of communication devices and media such as large print, TTY machines, telephone relay services, or email. We are committed to assisting people with disabilities who use personal assistive devices to obtain, use, or benefit from our services and services.
3. We welcome people with disabilities, who are accompanied by a service animal, on the parts of our premises that are open to the public and other third parties except where excluded by law, under the Food Safety and Quality Act. It is further understood that service animals are welcomed in people's homes, agency vehicles, and all service locations.
4. The role of a support person(s) who accompanies a person with a disability is respected, and the support person will be included based on the personal preferences and/or needs of the person, inclusive of health and safety. Fees will not be charged for a support person, who is accompanying a person with a disability to any CLPE event or work locations.
5. Community Living Prince Edward will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.
6. Training will be provided to all employees upon hire, students, and volunteers, who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures. Training

will be available using the AODA's training website "Access Forward.ca" and successfully completing the training quiz.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities as required.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

Training records are maintained by the Human Resources Department.

7. Feedback regarding the way Community Living Prince Edward provides goods and services to people with disabilities can be made:
 - in person at 67 King St. or the business location where the complaint is about;
 - verbally or TTY using CLPE's Complaint Line;
 - email to the Executive Director and/or Designate;
 - on CLPE's Website;
 - complaint postcards available at each work location.
8. People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.
Employees are trained and familiar with various assistive devices relevant to people's support needs.
9. If a complaint is received, it will be responded to within 3 business days by the appropriate person and actions will be taken to respond or resolve any issue presented. Information about the "*Complaint Line Process*" will be posted at all work locations and will be available in plain language and audio.
10. Community Living Prince Edward will conduct an "*Accessibility Self-Assessment*" every two years to identify gaps and areas for improvement. This assessment will be inclusive of all community homes, work locations, information, and policies, as well as agency vehicles. The process will include the opportunity for people who receive services to provide input and

feedback. Further to this, accessibility plans will be reviewed monthly as a standing agenda item on the Manager's meeting agenda.

11. It is understood that all renovations and new builds will consider and adhere to Accessibility Legislation and CLPE's Accessibility Work Plans.

12. We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

13. Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

It is an expectation of all employees to adhere to this policy. Any violation of the policy may be grounds for disciplinary action up to and including termination of employment.