
SUBJECT: ACCESSIBILITY	POLICY # PP-07-18
CATEGORY: Human Resources	ISSUED/APPROVED November 2014
POLICY APPLIES TO: All Staff	REVISED/REVIEWED: Revised September 2016 Reviewed December 2023
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1.0 POLICY

1.01 The purpose of this policy is to establish procedures and best practices that are consistent with the core principles of independence, dignity, integration and equality of opportunity to permit persons with disabilities to access our goods and services.

2.0 PURPOSE

2.01 Cassellholme is committed to eliminating barriers and improving accessibility for people with disabilities. Our focus is to ensure that every member of our community has a positive experience every time they access our services. Our mandate is to meet our legislative requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

3.0 SCOPE

3.01 This policy governs the provision of goods and services by Cassellholme to persons with disabilities which includes the provision of goods and services by Cassellholme employees and by agents and contractors who provide goods or services on our behalf.

4.0 DEFINITIONS

4.01 "Accessibility Standard": means an accessibility standard made by regulation under section 6 of the AODA.

4.02 "Accommodation": means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

4.03 Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, and information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

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- 4.04 Disability: as defined by the AODA and the Ontario Human Rights Code, means,
- 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 coordination, blindness or visual impediment, deafness, or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other medical appliance or device;
 - A condition of mental impairment or a developmental disability;
 - A mental disorder, or
 - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- 4.05 Unconvertible”: means information or communications are unconvertible if it is not technologically feasible to convert the information or communications (i.e the technology to convert the information or communications is not readily available).

5.0 PROCEDURES AND PRACTICE

- 5.01 Cassellholme will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
- Cassellholme services are provided in a manner that respects the dignity and independence of persons with disabilities.
 - The provision of Cassellholme services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Cassellholme goods and services.
- 5.02 **Assistive Devices:** A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefitting from Cassellholme goods and services, unless said device may pose a risk to the health and safety of themselves or others, in which case Cassellholme may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefitting from services, where such other measures available. In such cases where an assistive device (for example, an assistive listening device) is required for access to Cassellholme goods, services, or events (such as resident meetings or the annual meeting) but where the person with a disability requires assistance to obtain said device, Cassellholme will take reasonable measures to assist in obtaining access to such devices if notified at least 30 days in advance of such requirements.
- 5.03 **Service Animals:** Cassellholme and contractors/agents providing services on Cassellholme behalf shall accommodate the use of service animals by people with disabilities who are accessing Cassellholme's services, unless the animal is otherwise excluded by law. It is the responsibility of the person with a disability to ensure that their service animal is in good health, does not pose a risk to the health and safety of others and is under their care and control at all times. If it is not readily apparent that the animal is a service animal, Cassellholme may ask the person with a disability for a letter from a qualified medical health care provider confirming the person requires the animal for reasons relating to his/her

disability, or a certificate of training from a recognized guide dog or service animal training school.

In the event that a service animal is prohibited by law, Cassellholme will ensure that other measures are available to enable the person with a disability to obtain, use or benefits from goods and services.

5.04 Support Persons: Persons with disabilities are permitted to be accompanied by their support person in areas / premises that are open to the public when accessing goods and services provided by Cassellholme. Where a person with a disability is accompanied by a support person, Cassellholme and its contractors shall ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person while on the premises. The support person can be a paid support worker, volunteer, a friend or a family member.

Before making a decision that a person requires a support person, Cassellholme must:

- Consult with the person with a disability to understand their needs;
- Consider health or safety reasons based on available evidence; and
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises. If such a situation is identified Cassellholme will waive the fare for the support person, if one exists.

5.05 Admission Fees & Conference Registration Fees: If Cassellholme charges an admission fee in connection to a support person's attending an event or function, Cassellholme shall provide advance notice of the amount, if any, payable by the support person.

5.06 Communications: When communicating with a person with a disability, Cassellholme and its contractors shall do so in a manner that respects the person's dignity and independence.

5.07 Availability and Format of Documents and Materials: When providing a document to a person with a disability, Cassellholme will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Every attempt will be made to provide documents in alternative format within a reasonable time frame unless the document or material required is unconvertible.

5.08 Service Disruption/Notice of Service Disruption: Temporary disruptions in Cassellholme services and facilities may occur due to reasons that may or may not be within Cassellholme's control or knowledge. Notices will include the reason for disruption, its anticipated duration, and a description of alternative facilities and/or services that may be available. Cassellholme will provide notice by any methods that may be efficient, effective and reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

5.09 Feedback: Cassellholme is committed to maintaining a process for receiving and responding to inquiries and feedback about accessibility. The public may provide this feedback through our website and is invited to do so by email on the Accessibility landing page. Informal feedback about the services we provide may also be communicated at Resident Council and Family Council meetings. Email feedback and accessibility concerns will be directed to the appropriate party and a response will be provided as needed.

The formal feedback process permits persons to provide feedback in electronic format on the website. Feedback may also be received by any person who deals with the members of the public or other third parties on behalf of Cassellholme in person, by telephone, by fax, or in writing.

- 5.10 **Training:** Cassellholme will ensure that all employees and volunteers receive appropriate training on customer service requirements in regards to the provision of goods and services to people with disabilities. Staff will complete the Accessibility training module on Cassellholme's Safety 24-7 website upon hire and every three(3) years thereafter. Records shall be kept of Accessibility training under this policy.

The training includes a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of this Regulation and instruction about the following matters:

- Understand Human Rights.
- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on the Home's premises or otherwise provided by Cassellholme, where the person interacts with the public, that may help with the provision of goods and services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the Home's goods and services.
- Cassellholme's customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.

6.0 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Workplace Accommodation (07-31)
Accessibility for Ontarians with Disabilities Act (AODA), 2005

7.0 REVIEW

This policy will be reviewed by Management as required, and adjustments will be made as necessary to ensure that it continues to meet the needs of legislation and the provision of goods and services.