

	Manual:	HUMAN RESOURCES
	Section:	1.0 GENERAL
	Policy #/Title:	1.18 Accessibility
	Date Revised:	February 2017
	Date Revised By:	
	Date Approved:	October 2016

PURPOSE:

Rideauwood is committed to eliminating barriers and improving accessibility for people with disabilities.

SCOPE:

This policy describes how Rideauwood works with its employees, contractors, and volunteers as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

DEFINITIONS:

Assistive Device: A device used to assist persons with disabilities in carrying out activities or in accessing services.

Contractor: For the purpose of this policy, a “contractor” is defined as an individual or company that is being paid (contracted) to provide goods or services on Rideauwood’s behalf. This policy applies to all contractors who interact on behalf of Rideauwood.

Disability: The definition of the term “disability,” for the purpose of this policy, is as defined in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.

Service Animal: Any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.

Support Person: A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. This person can be a paid support worker, a volunteer, a friend, or a family member.

POLICY:

It is the policy of the Rideauwood that people with disabilities or any communication limitations achieve accessibility in the provision of services provided by Rideauwood and its contractors, consistent with the principles of independence, dignity, integration and equality of opportunity.

Assistive Devices:

A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefiting from Rideauwood's services, unless said device may pose a risk to the health and safety of themselves or others, in which case Rideauwood may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefiting from services, where such other measures are available.

Communication:

Rideauwood is committed to communicating with persons with disabilities in ways that take into account their disability.

Rideauwood recognizes the importance of providing services, where feasible, in the client's language of choice, as a means of enhancing the level of client support. Where a client is unable to communicate in English, is visually or hearing impaired, or has any other communication limitation, the Agency will undertake to link with the appropriate resources within the community to better serve our client.

When a client expresses a preference of service in his/her own language, the Agency will seek the assistance of another staff to assist or will seek external services for assistance. If an external individual who is not a health care provider under the PHIPA guidelines is used, the client must sign an express consent to allow this person to hear their Personal Health Information.

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

Availability and Format of Documents and Materials: When providing a document to a person with a disability, Rideauwood 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.

Notice of Temporary Disruption:

Temporary disruptions in Rideauwood's services and facilities may occur due to reasons that may or may not be within Rideauwood's control or knowledge. The Agency will make reasonable efforts to provide notice of disruptions to clients.

Training:

Rideauwood will provide training to all of its employees and volunteers regarding the provisions and ways to ensure accessible programs, goods, services and workplace. The format of training will vary based on individual circumstances and records of training will be kept.

Service Animals and Support Persons:

Service Animals: Rideauwood and contractors/agents providing services on Rideauwood's behalf shall accommodate the use of service animals by people with disabilities who are accessing Rideauwood'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.

Support Persons: Where a person with a disability is accompanied by a support person, Rideauwood 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.

Admission Fees & Conference Registration Fees:

If the Association charges an admission fee in connection to a support person's attendance an event or function (such as the Annual Conference or an Association facilitated educational course), the Association shall provide advance notice of the amount, if any, payable by the support person.

PROCEDURE:

To request accommodation or assistance for any program, goods or service, contact Rideauwood by phone, email, or in person.

Feedback Process:

Rideauwood encourages feedback from clients and members of the public regarding how it provides programs, goods and services to persons with disabilities. This can be provided by phone, email, or in person.

E-mail: jlymer@rideauwood.org

Mail: Human Resources, 312 Parkdale Avenue, Ottawa ON, K1S 3M9

Phone: 613-724-4881 ext. 219

In Person

Modifications to This or Other Policies:

Rideauwood is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any Rideauwood policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.