

# Accessibility (AODA)

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**Scope:** All staff, students and volunteers

**Rationale:** to ensure compliance with Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

**Policy:** TCCSS will comply with all legislative requirements of Accessibility for Ontarians with Disabilities Act, 2005.

Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
(Board President)

## **DEFINITIONS:**

**Disability** – as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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, included diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a development disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefit were claimed or received under the insurance plan established under the Workplace Safety and Insurance Board.

**Assistive Device** - is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing remembering and / or reading.

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**Guide Dog** – is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons Rights Act, 1990, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by a person for reasons relating to his or her disability.
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person** – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

**PROCEDURES:**

**General Principles**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- a. The Provision of Goods and Services to Persons with Disabilities;
- b. The Use of Assistive Devices (staff to be familiar with supports, assistive devices, etc.)
- c. The Use of Guide Dogs, Service Animals and Service Dogs
- d. The Use of Support Persons
- e. Notice of Service Disruptions
- f. Customer Feedback
- g. Training
- h. Notice of Availability and Format of Required Documents

**A. The Provision of Goods and Services to Persons with Disabilities**

TCCSS will make every effort to ensure that its policies, practices and procedures are consistent with the principle of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive the same value and quality;

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- Allowing clients with disabilities to do things in their own way, at their own pace when accessing goods and service as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients with disabilities have access to the same service, in the same place and in a similar manner;
- Talking into account individual needs when providing goods and services; and
- Communicating in a manner that take into account the client's disability

**B. The Use of Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by TCCSS.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

**C. The Use of Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animal and / or service dogs.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, TCCSS may request verification from the customer. Verification may include:

- A letter from the physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from the recognized guide dog or service animal training school.

The customer that is accompanied by a guide dog, service dog, and /or service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, TCCSS will make every effort to meet the needs of all individuals.

**D. Support Person:**

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People with a disability who are accompanied by a support person have the right to have access to that support person while accessing goods and services of TCCSS. If discussing confidential information and support person (other than a parent or guardian) is present, consent must be obtained from the customer to have this conversation in the presence of the support person prior to any such conversation.

**E. Service Disruptions**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the TCCSS. In the event of any temporary disruption to facilities or service that customers with disabilities rely on to access or use TCCSS goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. Notifications may include;

- Goods and services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

**Notification Options:**

When disruptions occur, TCCSS will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the TCCSS website;
- Contacting customers with appointment, if deemed necessary
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances

**F. Feedback process**

TCCSS will provide customers with the opportunity to provide feedback on the services provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available upon request. There are various methods of providing feedback, such as;

- Verbally (in person or by telephone)
- Written (handwritten, delivered, website or email)

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**Submitting feedback**

Customers can submit feedback:

- By e-mail to: [accessibility@tccss.org](mailto:accessibility@tccss.org)
- By mail or in person: 349A George Street North, Suite 303, Peterborough ON, K9H 3P9
- Via our Website: [www.tccss.org](http://www.tccss.org)
- By phone: 705 876 9245

Customers providing formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

**G. Training**

Training will be provided:

- a) To all employees, volunteers, agents and/or contractors who deal with the public or other third parties act on behalf of TCCSS;
- b) At the time of orientation

Training records will be retained in each employee and volunteer personnel file, kept by Human Resources.

**Training provisions**

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover:

- A review of the purpose of AODA
- A review of the requirements of Accessibility of Standards for Customer Service
- Instructions on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who;
  - Use assistive devices
  - Require the assistance of a guide dog, service dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees)
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing your services
- TCCSS policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

**H. Notice of Availability and Format of Documents**

TCCSS will notify customers that the documents related to the Accessibility Standard for Customer Services are available upon request and in a format that takes into account the customers disability. Notifications will be given by posting the information in a conspicuous place owned and operated by TCCSS, the TCCSS website and/or any other reasonable method.

Approved by: \_\_\_\_\_  
(Executive Director)

Date: \_\_\_\_\_