



**COMMUNITY LIVING WALKERTON AND DISTRICT
ACCESSIBILITY STANDARDS**

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OVERVIEW

Community Living Walkerton and District (CLWD) has policies and plans which respond to all aspects of the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code. CLWD strives to ensure the provision of barrier-free services, supports and employment and follows the key principles of accessibility which are independence, dignity, integration and equal opportunity.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY

Statement of Commitment

Community Living Walkerton and District is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Training

Community Living Walkerton and District is committed to training staff and volunteers on Ontario’s accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and Board of Directors.

Information and communications

Community Living Walkerton and District is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency and safety information.

Community Living Walkerton and District will consult with people with disabilities to determine their information and communication needs.

We will ensure existing feedback processes are accessible to people with disabilities upon request.

We will have our website and content conform with WCAG 2.0, Level AA by January 1, 2021.

Employment

Community Living Walkerton and District is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

Community Living Walkerton and District will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- Service-related elements like service counters, fixed queuing lines and waiting areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Effective Dec. 2013, revised Dec. 2015

ACCESSIBLE CUSTOMER SERVICE POLICY

Purpose

The purpose of this Policy is to establish guidelines on providing goods and services to persons with disabilities.

Community Living Walkerton and District is committed to providing consistent customer service to persons with disabilities by putting into practice these four key principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

Reference: Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005.

Policy

Accessible customer service is an understanding that each individual may need a slightly different type of accommodation; it is good customer service - courteous, helpful and prompt. Community Living Walkerton and District is committed to providing consistent customer service to persons with all types of disabilities in a manner that:

- Respects their dignity and independence
- Is integrated as fully as practicable into the method of service delivery
- Ensures an opportunity equal to that given to other customers to obtain our goods and services; and
- Allows people with disabilities to benefit from the same service, in the same place, and in a similar way to other customers

Reference: Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act, 2005 (OADA).

Community Living Walkerton and District will:

1. Follow established policies, practices and procedures on providing goods or services to people with disabilities.
2. Communicate with a person with a disability in a manner that takes into account his or her disability.
3. Allow people to use their own personal assistive devices to access our goods and services.
4. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of our premises that are open to the public, unless the animal is excluded by law.
5. Permit people with disabilities who use a support person to bring that person with them while accessing goods and services in part of the premises open to the public or third parties.
6. Train employees, volunteers and contractors and any other people who interact with the public or third parties on behalf of CLWD on a number of topics outlined in the customer service standard.
7. Employ an established process for people to provide feedback on how we provide goods or services to people with disabilities, including response to feedback and plans for action on any complaints.
8. Provide notice when facilities or services that people with disabilities rely on to access or use CLWD goods and services are temporarily disrupted.

The complete details of the Accessible Customer Service Policy of Community Living Walkerton and District with Appendix (re: training) can be viewed at www.clwalkerton.org and is retained in printed format in the entrance to the Administrative Office, 19 Durham St. E Walkerton.

Glossary

- “guide dog” means a guide dog as defined in section 1 of the Blind Persons Right’s Act
- “service animal” means a service animal for a person with a disability
- “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 or medical needs or with access to goods or services.
- a dog or an animal is a service animal for a person with a disability:
 - if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

1.1 Use of Service Animal

Community Living Walkerton and District is committed to welcoming visiting persons with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.

- a) If a visiting person with a disability is accompanied by a guide dog or other service animal, Community Living Walkerton and District shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
- b) If a service animal is excluded by law from the premises or it is deemed unsafe for a visiting person with a disability to be accompanied by a guide dog or other service animal, Community Living Walkerton and District shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Community Living Walkerton and District goods and services by bringing goods and services to person in a part of the premises where the animal is not restricted or by offering a safe location where the service animal can wait, if the person is able to be separated from the animal while obtaining the service, and offering assistance to the person with a disability while they are separated from the service animal.
- c) Community Living Walkerton and District shall ensure that all staff, volunteers and other persons dealing with the public are properly trained in how to interact with visiting persons with disabilities who are accompanied by a service animal.
- d) If it is not readily apparent that the animal is used by the visiting person for reasons relating to his or her disability, Community Living Walkerton and District has the right to request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- e) A visiting person with a disability who is accompanied by a service animal must maintain care and control of that animal at all times.
- f) If a customer or a staff member has an allergy to animals, Community Living Walkerton and District shall make every reasonable effort to meet the needs of all individuals.

1.2. Use of Support Person

Community Living Walkerton and District is committed to welcoming visiting persons with disabilities who are accompanied by a support person.

- a) If a visiting person with a disability is accompanied by a support person, Community Living Walkerton and District shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- b) Community Living Walkerton and District may require a visiting person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. Before making that decision, CLWD will consult with the person who has a disability to understand their needs.
- c) There is no amount payable for admission to the premises in connection with a support person's presence at the premises of Community Living Walkerton and District.
- d) In situations where Community Living Walkerton and District has obligations under privacy laws or has issues of confidentiality or professional obligations, a support person may be requested to agree to requirements of service just as the person with a disability does.

1.3. Notice of Temporary Disruption

Community Living Walkerton and District is committed to establishing, implementing and maintaining a process to provide notice of service disruptions.

- a) If, in order to obtain, use or benefit from Community Living Walkerton and District's goods or services, persons with disabilities usually use particular facilities or services of Community Living Walkerton and District and if there is a temporary disruption in those facilities or services in whole or in part, Community Living Walkerton and District shall give notice of the disruption to the public.
- b) Notice of the disruption must include the following information:
 - the reason for the disruption
 - the anticipated duration
 - a description of what alternative facilities or services are available, if any.
- c) Notice shall be given on the approved Notice of Disruption Form by posting the information at a conspicuous place at the location of the disruption which may include any or all entrances or by such other method as is reasonable in the circumstances.

*A sample Notice of Temporary Disruption Form is attached hereto as Schedule "A" to this Policy.

1.4. Training

Community Living Walkerton and District is committed to establishing, implementing and maintaining a program for training members on accessible customer service and how to interact with persons with different disabilities.

- a) Community Living Walkerton and District shall ensure that the following persons received training about the provision of its goods or services to persons with disabilities:
 - (i) Every person who deals with members of the public or other third parties on behalf of Community Living Walkerton and District, whether the person does so as an employee, agent, volunteer or otherwise.

- (ii) Every person who participates in developing Community Living Walkerton and District's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- b) The training must include 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:
- (i) How to interact and communicate with persons with various types of disability.
- (ii) 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.
- (iii) How to use equipment or devices available on Community Living Walkerton and District premises or otherwise provided by Community Living Walkerton and District, where the person interacts with the public, that may help with the provision of goods or services to a person with a disability.
- (iv) What to do if a person with a particular type of disability is having difficulty accessing Community Living Walkerton and District's goods or services.
- (v) Community Living Walkerton and District's customer service policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- c) The training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- d) The training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- e) The training content may vary depending on who is receiving the training and the nature of the services provided and depending on the individual site/program requirements.
- f) Training format may include:
- a One to Three-Hour Session
 - eLearning Session
 - "May I help you" training guide
 - other format as required
- g) The training provided to staff who deals with the public on a regular basis shall be more focused on person-to-person interaction than the training provided to staff that have less contact with the customers. The Trainer, in collaboration with Site/Program Managers/Supervisors, may choose the particular content of the training and the way each of the topics described above is addressed.
- h) Records shall be kept by the Trainer of who was trained, when they were trained and in which format the training was delivered.
- i) The persons in the following areas shall be included in the training:
- Executive Director
 - Management Team
 - Administrative Assistant

- Financial Assistant
- Board Members
- Or any other individuals who interact with the public or other third parties on behalf of Community Living Walkerton and District.

k) The Trainer shall keep the above named persons informed of ongoing training opportunities and changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

1.5. Feedback Process

Community Living Walkerton and District is committed to establishing, implementing and maintaining a process for receiving and responding to feedback about how to provide goods or services to persons with disabilities.

a) Community Living Walkerton and District has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.

b) The feedback process shall permit persons to provide feedback in person, by telephone, by fax, in writing or in electronic format including email.

c) The feedback process shall include the following:

(i) The opportunity for the public to provide feedback in person, by telephone, by fax, in writing or by delivering an electronic text by email.

(ii) The opportunity to provide as much information as possible when providing feedback so that the event can be readily identified by the Supervisor and/or Manager responsible for where the event took place. The information may include dates, times, names, contact information, a description of the event, etc.

(iii) Feedback may be received by any person who deals with the members of the public or other third parties on behalf of Community Living Walkerton and District. A copy of the feedback shall be forwarded to the responsible supervisor/manager for review.

(iv) An answer to the feedback is not mandatory, however, depending on the situation, the supervisor and/or Manager responsible for where the event took place may deem it appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer may expect the said answer within 15 business days.

*A sample Feedback Form is attached hereto as Schedule "B" to this Policy.

1.6. Availability of Document

Community Living Walkerton and District is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else.

This Policy regarding Accessible Customer Service shall be made available at the Administration Office and in all program sites and shall be made available to anyone upon request.

Questions or concerns regarding this policy and its implication should be addressed to Executive Director.

1.7 Alternate Format

Community Living Walkerton and District is committed to provide individual accommodation to its customers where appropriate by creating its own alternate formats of printed materials. Upon request, alternate formats shall be provided in a manner in which is to be agreed upon by the requester and Community Living Walkerton and District.

Effective Dec. 31, 2009 Updated June 2016

For more information on these policies, please contact Carol Patterson at:
 Phone: 519 881 3713 ext. 118 Email: cpatterson@clwalkerton.org
We will strive to make accessible formats of this document available free upon request.

MULTI-YEAR ACCESSIBILITY PLAN

WHAT	STANDARD	WHEN	STATUS
Policy, Training - Customer Service	Accessibility Standard for Customer Service	Dec. 2009	Completed
Policy, Multi-year Accessibility Plan, Training - IASR	Integrated Accessibility Standard (General Requirements, Information and Communications, Employment, Transportation)	Ongoing (see below)	CLWD not a provider of transportation services.
To be determined	Built Environment Standard	TBA	Not yet passed into law
Complete Ontario Government accessibility report	Accessibility Standard for Customer Service	Dec. 2012	Completed and submitted.
Post policy/feedback forms on CLWD website	Accessibility Standard for Customer Service	Dec. 31, 2012	Completed
Policy/Statement of Commitment	IAS: General Requirements	Jan. 2014	Completed
Multi-year Accessibility Plan	IAS: General Requirements	Jan. 2014	Completed
Review and update Multi-year Accessibility Plan	IAS: General Requirements	Dec. 2018	First review due 2019

Complete Ontario Government accessibility reports	IAS: General Requirements	Oct. 2014, 2017, 2020, 2023	Completed and submitted 2014. Next reports due Dec. 2017, 2020, 2023
Website conforms with WCAG 2.0 level A	IAS: Information and Communications	Jan. 2014	Completed
Make feedback processes accessible when asked	IAS: Information and Communications	Jan. 2015	Ongoing
Make information about goods, services and facilities accessible upon request	IAS: Information and Communications	Jan. 2016	Included in policy
Website conforms with WCAG 2.0 level AA	IAS: Information and Communications	Jan. 2021	Due in 2021
Information available for employees, processes to accommodate during RTW, recruitment	IAS: Employment	Jan. 2016	Completed

