

**SECTION 2 - ADMINISTRATION**

**POLICY #11**

**SUBJECT – Accessibility for People With Disabilities**

**APPROVED:**

  
Executive Director

**DATE APPROVED:** February 28, 2011

**REVISION DATE:** January 12, 2012

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**POLICY STATEMENT**

Community Living Belleville and Area is committed to compliance with the "Accessibility for Ontarians with Disabilities Act (AODA) 2005" and is considered a **Class 2 Organization** for purposes of the act: **private-sector organizations and non-profit organizations with 20 or more employees and must comply and file reports effective January 2012.**

Community Living Belleville and Area, therefore, is committed to ensuring accessibility for all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, or volunteering with our organization.

**DEFINITION OF DISABILITY FOR PURPOSES OF THE AODA:**

**Disability means:**

- a) 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 co-ordination, 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 remedial appliance or device.
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

This definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

**PROCEDURE:**

1. Community Living Belleville and Area will review all policies, procedures, and practices that impact on services to the public to ensure that they are consistent with the core principles of independence, dignity, integration, and equality of opportunity.
2. We will make the applicable policies available upon request and post a notice that confirms the availability of them in a conspicuous place as well as post them electronically in a manner that takes into account a person's disability.
3. We will permit the use of people's own personal assistive devices in order to access and use our services.
4. We will allow people to use service animals or support persons, or provide alternatives where the use of service animals is prohibited by law.
5. We will permit people with disabilities, who use a support person, to bring that person with them while accessing our services in our premises that are open to the public or third parties.
6. In cases when temporary or planned disruptions occur to services or facilities that are usually used by persons with disabilities, we will ensure that clear notice is provided in advance.
7. We will train all of our staff members and volunteers as well as all persons who participate in the development of policies, practices and procedures.
8. We will safeguard and protect personal information with respect to a disability that someone has in accordance with privacy legislation.
9. We will establish a feedback system for people who use our services and ensure that appropriate responses are made to the feedback.

**DOCUMENTATION REQUIRED:**

Community Living Belleville and Area will provide proof of the following documentation:

- ❖ We will prepare one or more documents describing our policies, practices and procedures and, upon request, will give a copy of a document to any person.
- ❖ We will prepare one or more documents describing our policies, practices and procedures with respect to the use of service animals and support persons.
- ❖ We will prepare a policy that sets out the steps we will take in connection with a temporary disruption and, upon request, will give a copy of the policy to any person.
- ❖ We will develop a training policy on the AODA which documents and includes a summary of the contents of the training and the details of when the training is to be provided.
- ❖ We will develop a policy which describes the feedback process that we will use for people using our services and will give a copy of the policy to any person who requests it.