

The York Centre for Children, Youth and Families (the "Centre")	
Category:	<i>Human Resources – Policy</i>
Reference:	<i>HR-300</i>
Title:	<i>Accessibility Standards of Service</i>
Date:	<i>January 2014</i>
Next Review Date:	<i>Annually: January 2015</i>

1 POLICY

1.01 *The Centre is committed to:*

- *Excellence in serving all clients including persons with disabilities.*
- *Ensuring that its working, living and learning environments are maintained free from discrimination.*
- *Providing accessible service for its employees and clients.*

1.02 *The Centre will, to the extent possible, make efforts to ensure that:*

- *services are provided in a manner that respects the dignity, self-respect and independence of persons with disabilities.*
- *provision of services to persons with disabilities is 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 the Centre's goods or services.*
- *persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain use or benefit from the Centre's services.*

1.03 *The Centre encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.*

2 PURPOSE

To establish programs and procedures with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to the services provided by the Centre.

3 SCOPE

This policy applies to all the Centre employees and volunteers at the Centre's workplace (see definition of employee in Section 5.06).

4 RESPONSIBILITY

4.01 Responsibility of employees:

- a) *Take all training offered regarding this policy and keep up to date with any new policies and procedures regarding the same.*

- b) *Report any disruption in service to Supervisors that they may not already be aware of.*
- c) *Keep informed of any modifications made to the policy and the changes in training that may result.*

4.02 Responsibility of Management:

- a) *Ensure all policies are up-to-date and inform employees of the same.*
- b) *Ensure all policies are posted in a conspicuous place.*
- c) *Ensure all relevant programs, policies, procedures are implemented.*
- d) *Make training available for all employees (see 5.06 for the definition of employee).*
- e) *Ensure accessibility procedures are functioning.*
- f) *Have signs and posters that are easy for persons with disabilities to read.*

5 DEFINITIONS

5.01 “Disability” 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 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;*
- *a condition of mental impairment or a developmental disability;*
- *a learning disability, or a 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 benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.*

5.02 “Accessible” *means capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.*

5.03 “Assistive Device” *means a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer Service Standard.*

5.04 “Dignity” *means respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.*

- 5.05** **“Independence”** means freedom from control or influence of others, freedom to make your own choices
- 5.06** **“Employee”** includes part-time and full-time staff, volunteers, and consultants for the purposes of this policy.
- 5.07** **“Guide Dog”** means a dog trained as a guide for a person who is blind and having the qualifications prescribed by the regulations.
- 5.08** **“Services”** means services provided by the Centre.
- 5.09** **“Service Animals”** means animals that are used as a service animal for a person with a disability.
- 5.10** **“Support Person”** means an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

6 PROCEDURE

6.01 Communication

The Centre is committed to communicating with persons with disabilities in ways that take into consideration their disability. To ensure this,

- a) The Centre staff will be trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence and equality;*
- b) Clients with disabilities will be offered alternative communication formats that will meet the needs of the client as feasible;*
- c) Documents will be provided to clients in an alternative format that will meet the needs of the client as required; and*
- d) If telephone communication is not suitable for client’s needs, alternative forms of communication will be offered as required.*

6.02 Use of Service Animals, Assistive Devices, and Support Persons

The Centre will ensure that the access, use and benefit of services are not compromised for persons with disabilities who require assistive devices, or who are accompanied by a service animal, guide dog or support person.

a) Service Animals

- i) Service animals, such as, but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, and other certified service animals shall be permitted entry to all the Centre’s facilities and meeting rooms that are open to the public.*
- ii) Service animals are not permitted where food preparation is being undertaken or, as otherwise disallowed by law.*

- iii) *In the rare case where a service animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as alternate meeting format (e.g., teleconference where technology permits); delivery of goods or service at an alternate time or location; other assistive measures available to deliver a good or service to ensure equality of outcome.*

b) Assistive Devices

- i) *Persons with disabilities shall be permitted to obtain, use or benefit from services through the use of their own assistive devices. Exceptions may occur in situations where the Centre has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, if a person with a disability is hindered from accessing goods or services, the Centre will accommodate the customer by providing an alternative, where possible.*
- ii) *It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.*
- iii) *The Centre will ensure that staff is trained as required to use assistive devices available on our premises.*

c) Support Persons

- i) *The Centre is committed to welcoming clients with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Centre's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the Centre premises.*
- ii) *Clients are required to provide their own support person(s). Clients are expected to inform the Centre that they will be attending the program with a support person.*

7 Notice of Temporary Disruption to Facilities or Services

In the event that a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to the Centre's facilities, or services, the Centre will make the disruption known to staff, students, clients and visitors in the following ways:

- *The Centre management will post a Notice of the service disruption on the premises where the service disruption occurs*
- *Messages will be posted on the Centre's web site at www.theyorkcentre.ca, where possible.*

8 Feedback Process

The Centre's goal is to meet the needs of its clients, while paying attention to the unique requirements of their clients with disabilities. Feedback regarding the manner in which the Centre provides services to people with disabilities can be made through the Customer Service Standard feedback form (attached). The form can also be found at website or in person, by telephone, through email, or by other means as required.

Feedback in person, by telephone or through email should be directed to:

*Address: Executive Director
The York Centre
11225 Leslie St
Richmond Hill, Ontario
L4S 1N5*

Telephone: 905-887-5896

E-mail: dean.rokos@theyorkcentre.ca

9 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

*Accessibility for Ontarians with Disabilities Act, 2005
Ontario Human Rights Code
Occupational Health and Safety Act
Staff Policy Manual*

10 ATTACHMENTS

Customer Service Standard Feedback Form (HR-300(ATT))