



Independent Living Services of Simcoe County & Area

POLICIES AND PROCEDURES - OPERATIONS MANUAL

CATEGORY: Administration

2.1 Accessibility Policy

Background:

The Mission of the **Independent Living Services of Simcoe County & Area** (ILS) outlines our commitment to assisting people with physical disabilities or limitations to lead dignified, productive and independent lives. This involves ensuring that within our property, policies, services, staff and volunteers, we strive to be free of barriers and biases affecting anyone who would access our services, and that the values of our organization – independence, respect, dignity and equality – are maintained.

Policy Statement

Independent Living Services (ILS) is committed to make every reasonable effort to ensure that our goods and services are provided in a manner that takes into consideration a person's disability, whether physical or other.

As a minimum, ILS will provide training as required under legislation to all persons to whom this policy applies, as soon as practical after an individual assumes this responsibility. Applicable personnel will be trained and updated in policies, practices, and procedures that affect the way goods and services are provided to people with disabilities.

Guidelines for Providing Goods and Services

To enact this policy, the following guidelines have been established:

1. Information & Communication:

ILS will use reasonable efforts to ensure its communication, verbal, written and electronic, with the general public is done in a manner that takes their disability into consideration. This includes social media and our website.

Written materials can be given in large print if requested, and information requests and explanations can be requested in person, by phone or email.

2. Notice of temporary interruption of Service

ILS will take reasonable efforts to notify the public if there is a planned, or unexpected, disruption of services within our offices that people use to access our goods or services. Notice may be posted at the location, and if feasible on ILS website, or communicated via telephone, email, etc. This notice will include what service is unavailable, an estimate of how long it will be out of service, the reason for the disruption, anticipated time to restore the service, and an alternate way to obtain service if possible.

3. Supports Required by an Individual

Assistive devices, as required by an individual, are permitted and welcomed in ILS offices and meeting locations for the purpose of conducting business.

People with disabilities, accompanied by a service animal, may enter premises occupied by ILS that are open to the public, unless restricted by law.

A person with a disability may enter ILS premises with a support person, and have access to that person while on our premises. When we offer an event where a fee is charged to the public, notice of a different fee for such support person will be provided if applicable.

Training Procedures

To enact this policy, the following training procedures have been established:

1. For the Board of Directors:

As part of the implementation of the AODA standards and regulations, the Board will participate fully, and lead by example. To accomplish this:

- A governance overview of agency requirements to implement and maintain AODA standards will be incorporated into Board orientation sessions; and
- New Board members will have received extensive AODA Training, before joining the Board, or will complete this training within the first year of service.

2. For Management Positions within the Agency:

All management staff will have advanced training in AODA Customer Service standards before joining the agency, or will complete this advanced training within their first year of employment. An expectation of all management staff is that they maintain an awareness and competency in Accessibility Standards as per the AODA, and ensure ongoing compliance within their departments.

3. For Program and Administrative Staff members:

Program guidelines will be established for each program which will determine the level of training required for each of the program positions as it relates to Standards under AODA.

4. For Program and Administrative Staff volunteers:

Program guidelines will be established for each program which will determine the level of training required for each of the program volunteer positions as it relates to Standards under the AODA.

5. Agents and Contractors:

As a condition of the contract for service with ILS, each Agent and Contractor, who has contact with the public, will be asked to verify that training as required under the AODA has been completed by the individuals offering this service on our behalf.

Feedback process

Feedback related to the manner in which goods and/or services are provided is welcomed, as it encourages and supports good customer service. Such feedback can be made verbally or in writing to ILS and will be routed to the appropriate management personnel for response.

ILS will maintain its accessibility policy and plans, review and update them regularly, and make them available to the public in an accessible format upon request.

Date Approved:	September 2011
Date Revised:	January 2015
Date Reviewed:	Annually - December
Related Documents	*
