

Indian Youth Friendship Society

PERSONNEL POLICY MANUAL

Section	Employment	Created: 2010-05-05
Subject: 9.1	ACCESSIBILITY POLICY	Revised:

PURPOSE:

This purpose of this policy is to ensure that the Society complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by providing accessible customer service to all people utilizing the Society's good, programs, and services.

POLICY:

9.1 – Under the AODA, the government of Ontario has developed mandatory accessibility standards that aim to identify, remove, and prevent barriers for people living with disabilities. All non-profit organizations with at least one employee in Ontario that provide goods or services to the public must comply with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) by January 1, 2012.

9.2 – Scope:

This policy applies to the Board of Directors and all staff of the Society, including volunteers, contractors, agents and any other person(s) that are designated to represent the interests of the Society business.

9.3 – Definitions:

- a) **Accessibility** refers to services that are provided to people living with disabilities in a manner that respects their dignity and independence. People living with disabilities are provided with the same opportunity to access the same goods, programs, and services and benefit from them in the same or similar way as all other customers or clients. There is no single way to provide accessibility. It can be achieved in a variety of different ways.
- b) **Assistive Devices** are used by people living with disabilities to help with daily living. They include but are not limited to products such as wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices.

- c) A **Barrier** is defined as anything that prevents a person living with a disability from fully and equally participating in all aspects of society. Barriers may be physical, architectural, information, attitudinal or technological.
- d) **Dignity** refers to policies, practices and procedures that respect the dignity of a person living with a disability and treat them as people who are as valued and as deserving of effective and full service as any other person.
- e) **Disability** refers to:
- any degree of physical illness or frailty, malformation or disfigurement 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 or physical reliance on a guide dog, or other animal or 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.
- f) **Equal Opportunity** means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.
- g) A **Guide Dog** is defined as a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O 1990, c. B.7, s.1 (1).
- h) **Independence** refers to freedom from control or influence of others – freedom to make your own choices or to do things in your own way.

- i) A **Service Animal** is an animal for a person living with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his/her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- j) 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 or medical needs or with access to goods or services.

9.4 – Application:

The Society's Accessibility Policy applies to the Society as a whole. The Society is committed to responding to the diverse needs of all community members and providing equal access to its programs, services and facilities for people living with disabilities. The Society is equally committed to adhering to its legislative obligations with respect to the Accessibility for Ontarians with Disabilities Act. The Society will ensure compliance through the application of this policy and associated procedures.