

ACCESSIBILITY POLICY

1.0 BACKGROUND

The *Accessibility for Ontarians with Disabilities Act, 2005* and Regulations thereunder (collectively, the “AODA”) set out the goal of achieving accessibility by developing and implementing accessibility standards in five key areas: customer service, information and communications, employment, transportation and the built environment.

Furthermore, this policy recognizes that there may be other barriers to accessibility, such as discriminatory attitudes based on assumptions regarding age, ethnicity, religion, socioeconomic status and finances, technology, discriminatory employment practices, inaccessible transportation, etc.

2.0 IFH’S COMMITMENT TO ACCESSIBILITY

It is the policy of Ivan Franko Homes (“IFH”) to provide high-quality, accessible services to all Ontarians and to respect at all times the dignity and independence of persons with Disabilities. IFH continually strives to identify and remove all barriers that prevent persons with Disabilities from fully participating within its facilities, programs and services, to meeting each applicable accessibility requirement under the AODA, and to establishing the necessary policies, practices and procedures to do so. This Accessibility Policy establishes the policies, principles and procedures IFH implements to achieve its commitment to accessibility.

3.0 SCOPE

This Accessibility Policy applies to both Ivan Franko Homes.

4.0 DEFINITIONS

“Accessible Formats” include large print, recorded audio and electronic formats, braille and other formats usable by persons with Disabilities.

“Assistive Device” is a tool, technology or other mechanism that enables a person with a Disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain independence at home, at work and in the community. Assistive Devices include wheelchairs, walkers, hearing devices, speech generating devices, and personal data managers.

“Client” means a Resident or a participant in a program or event that IFH offers.

“Communication Supports” include captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“Customer” means a Client, visitor, family member or other legal representative of a Resident or any member of the public using goods or services provided by IFH.

“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*.

“IFH Personnel” mean IFH employees, Board Directors, Committee members, physicians and nursing and care staff, volunteers, students and contractors.

“Relay Services” are operator assisted telephone communications with a person who uses a TTY.

“Service Animal” is an animal for a person with a Disability

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her Disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the Disability

“Support Person” is an individual hired or chosen to accompany a person with a Disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods and services. The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

“TTY” is a teletypewriter device that allows persons with hearing disabilities to use telephone communication.

Other capitalized terms used and not otherwise defined herein have the meanings set out in IFH’s By-Law No. 1 dated March 18, 2015.

5.0 ACCESSIBILITY POLICIES AND PROCEDURES

5.1 Principles when providing goods and services

IFH will provide goods and services in a manner that respects the dignity and independence of persons with Disabilities. All goods and services provided by IFH to persons with Disabilities will be integrated unless an alternate measure is necessary to enable a person with a Disability to obtain or benefit from the goods or services, and persons with Disabilities shall be given an opportunity equal to that given others to obtain, use and benefit from IFH's goods and services.

5.2 Communication, Emergency Preparedness and Accessible Formats

IFH Personnel will communicate with persons with Disabilities in ways that take into account their Disability.

IFH is committed to providing fully accessible telephone services to its Customers. IFH will offer to communicate with Customers by alternate means (such as e-mail, TTY or Relay Services) if telephone communication is not suitable to their communication needs or is not available.

Any emergency procedures, plans or public safety information that IFH prepares and makes available to the public shall be provided in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request. Upon request IFH will also provide or arrange for the provision to a person with a Disability of Accessible Formats and Communication Supports for receipt of other information in a timely manner that takes into account the person's accessibility needs due to Disability and at no greater cost than charged to others.

IFH is committed to continually ensuring that its internet website and web content continually meet applicable accessibility standards in the AODA.

5.3 Assistive Devices

IFH is committed to serving Customers who use Assistive Devices. Customers have the right to use their own personal Assistive Devices while accessing the goods or services provided by IFH.

IFH Personnel will have knowledge of the Assistive Devices available at IFH and have access to IFH Personnel with knowledge of appropriate use of the device. The following Assistive Devices may be available at IFH until such time that a resident arranges to purchase or rent his own assistive device, as appropriate:

- Wheelchairs for persons who require assistance with walking.
- Walkers
- Voice amplifiers and communication boards.

- Common area televisions used throughout IFH can be programmed to include closed captioning as the standard option.
- Computer Room computer (audio output) has amplifying headphones.
- Client information materials can be made available in “aphasia friendly” format (large font, pictures)
- IFH Personnel use “supported conversation” techniques (pictures, written key words, etc.) to enhance communication.

5.4 Service Animals

IFH welcomes Customers who are accompanied by a Service Animal on the parts of its premises that are open to the public and other third parties. A Service Animal is to be given access to all places the public is invited when accompanying their human partner. Service Animals are allowed where food is served, but not where food is prepared.

To ensure that a Service Animal can perform its work effectively, all IFH Personnel are **not** to:

- separate or attempt to separate a Customer from his or her Service Animal without the owner’s consent;
- touch a Service Animal or the person it assists, without permission;
- feed a Service Animal;
- deliberately startle a Service Animal;
- provide care for the Service Animal unless authorized by their supervisor in emergency situations.

5.5 Support Persons

IFH welcomes Customers who are accompanied by a Support Person. Any person who is accompanied by a Support Person will be allowed to enter IFH’s premises with the Support Person. At no time will a Customer who is accompanied by a Support Person be prevented from having access to his or her Support Person while on IFH’s premises.

Fees are not usually charged for Support Persons to accompany a Customer to an IFH program. Customers will be informed in advance, by a posted notice, if a fee will be charged.

5.6 Notice of Temporary Disruption

IFH will provide Customers with notice if there is a planned or unexpected disruption in the facilities or services usually used by persons with Disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice shall be given by such method as reasonable in the circumstances, including by posting it in a conspicuous place in the affected Home or on IFH’s website.

5.7 Training for IFH Personnel

IFH will provide training to all IFH Personnel in accordance with the requirements of the AODA. Such training will be provided to each person as soon as practicable after he or she commences his/her duties and will include the following:

- the purpose and requirements of the AODA and its accessibility standards that apply to IFH;
- provisions of the *Human Rights Code* as it relates to persons with Disabilities;
- the provision of goods or services to persons with Disabilities;
- how to interact and communicate with persons with various types of Disabilities;
- how to interact with persons with Disabilities who use an assistive device or require the assistance of a Service Animal or a Support Person;
- how to use the equipment or devices available on IFH's premises or otherwise provided by IFH that may help with the provision of goods or services to a person with a Disability;
- what to do if a person with a Disability is having difficulty in accessing IFH's goods and services; and
- IFH's policies, practices and procedures relating to how IFH achieves accessibility and meets its obligations under the AODA.

IFH Personnel will also be trained on an ongoing basis when changes are made to these policies, practices and procedures and when new policies, practices and procedures are implemented. Training will be provided in a way that best suits the duties of IFH Personnel.

IFH shall keep records of the training provided for in this Section 5.7, including the dates on which the training is provided and the number of individuals to whom it was provided.

5.8 Feedback Process

IFH's process for receiving and responding to feedback (including questions, concerns and complaints) on how IFH provides goods or services to persons with Disabilities is as follows.

Feedback relating to the Royal York Road Home should be directed to the Administrator of that Home. Feedback relating to the Winston Churchill Boulevard Home Customers should be directed to the Health Care & Recreational Program Co-ordinator. Should feedback involve a complaint about one of the foregoing, it should be directed to the Executive Director, or in the event of a complaint regarding the Executive Director, to the President of the Board. In addition Customers may communicate complaints through the Residents Council or Family Council of the Home to which the complaint relates. Customers may provide their feedback in any manner that permits its ready receipt, including in person, by telephone, in writing, or by-mail.

The IFH Personnel receiving the feedback shall ensure a timely response is made to the person providing the feedback, and that any complaint is thoroughly investigated and any needed corrective action is promptly implemented. A written record shall be maintained of each complaint and how it is resolved.

Upon request, IFH will provide or arrange for the provision of Accessible Formats and Communication Supports to a person with a Disability who wishes to provide feedback.

5.9 Construction and Redevelopment

IFH is committed to incorporating applicable accessibility standards prescribed in the AODA when undertaking any construction or redevelopment on its properties.

5.10 Employment Accessibility

IFH is committed to providing accessible employment practices. When requested, IFH will accommodate Disabilities during recruitment and assessment processes and when persons are hired. When needed, IFH will provide customized workplace emergency information and individual accommodation plans to employees with a Disability. IFH will also take into account accessibility needs of employees with Disabilities in performance management, career development and redeployment processes. Further details of IFH's practices and procedures regarding accessible employment are contained in IFH's Human Resources Policy. Employees or prospective employees who require accommodation for a Disability should contact the Administrator of the Home where they work or are applying for work.

6.0 GENERAL

6.1 Multi-year accessibility plan

IFH is committed to having in place, and reviewing and updating at least once every five years, a written multi-year accessibility plan which outlines IFH's strategy to prevent and remove barriers to accessibility and to meet its requirements under the AODA, which plan is posted on IFH's website and will also be provided in an Accessible Format upon request.

6.2 This Accessibility Policy

This Accessibility Policy shall be posted on IFH's website and shall also be provided in hard copy or by electronic transmission to any member of the public so requesting.

No changes will be made to this policy before considering the impact on persons with Disabilities.