

Accessibility Policy of United Mennonite Home

Introduction

United Mennonite Home is committed to eliminating barriers and improving accessibility for people with disabilities.

It is the policy of the United Mennonite Home that people with disabilities achieve accessibility in the provision of services provided by the Home and its contractors, consistent with the principles of independence, dignity, integration and equality of opportunity.

Definitions

“Assistive Device”

A device used to assist persons with disabilities in carrying out activities or in accessing services.

“Non-Profit”

For the purpose of this policy, “Non-Profit” is defined as all employees, contractors and volunteers working for, or on behalf of, the United Mennonite Home. This policy applies to all employees, volunteers and contractors who interact with the tenants, residents and the public on behalf of the United Mennonite Home.

“Disability”

The definition of the term “disability,” for the purpose of this policy, is as defined in the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

“Service Animal”

Any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.

“Contractor”

For the purpose of this policy, a “contractor” is defined as an individual or company that is being paid (contracted) to provide goods or services on the United Mennonite Home’s behalf. This policy applies to all contractors who interact with the tenants or residents on behalf of the Home.

“Support Person”

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. This person can be a paid support worker, a volunteer, a friend, or a family member.

Procedures and Practice

The United Mennonite Home will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The Home’s services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of the Home’s services to persons with disabilities are 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 Home’s goods and services.
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Home’s services.

Assistive Devices: A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefitting from the Home’s goods and services, unless said device may pose a risk to the health and safety of themselves or others, in which case the United Mennonite Home may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefitting from services, where such other measures available.

- In such cases where an assistive device (for example, an assistive listening device) is required for access to the Home’s goods, services, or events (such as tenant meetings or the annual meeting) but where the person with a disability requires assistance to obtain said device, the Home will take reasonable measures to assist in obtaining access to such devices if notified at least 30 days in advance of such requirements.

Service Animals: The United Mennonite Home and contractors/agents providing services on the Home’s behalf shall accommodate the use of service animals by people with disabilities who are accessing UMH’s services, unless the animal is otherwise excluded by law. It is the responsibility of the person with a disability to ensure that their service animal is in good health, does not pose a risk to the health and safety of others and is under their care and control at all times.

Support Persons: Where a person with a disability is accompanied by a support person, the Home shall ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person while on the premises. The support person can be a paid support worker, volunteer, a friend or a family member.

Communications: When communicating with a person with a disability, the Home shall do so in a manner that respects the person's dignity and independence.

- **Availability and Format of Documents and Materials:** When providing a document to a person with a disability, the Home will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Every attempt will be made to provide documents in alternative format within a reasonable time frame.

Service Disruption/Notice of Service Disruption: Temporary disruptions in the Home's services and facilities may occur due to reasons that may or may not be within the Home's control or knowledge. The Home will make reasonable efforts to provide notice of disruptions to tenants, residents and visitors.

Feedback: Feedback from United Mennonite Home's tenants/residents and members of the public is welcome. Feedback about the Home's delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be posted at the entrance of UMH and available in the binder at the Lobby desk. Please see the United Mennonite Home's "Feedback Policy" for more information. Feedback received will be documented, responded to and tracked.

Training: The United Mennonite Home will ensure that all employees and volunteers receive appropriate training on customer service requirements in regard to people with disabilities. The format of training will vary based on individual circumstances and records of training will be kept. Please see the Home's "Training Policy on Accessibility and Customer Service" for more information.

Third party contractors who deliver goods and services on behalf of the United Mennonite Home are also required to ensure that they meet legislative requirements of accessible customer service and that they have read, understood and acknowledged the Home's Accessibility Policy.