

LYNWOOD CHARLTON CENTRE

PROCEDURE

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

In accordance with the Accessibility for Ontarians with Disabilities Act 2005, Lynwood Charlton Centre strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

The agency policies, plans, training and capital improvements aim to ensure that persons with disabilities have an equal opportunity to access services. When required, the agency will integrate the provision of services into its practices and procedures to ensure that persons with disabilities obtain use of and benefit from the services.

Open communication with persons with disabilities is encouraged. To the extent required and feasible, alternative methods of communication with persons with disabilities will be made available.

The Annual Accessibility Plan

This policy and its procedural steps constitute Lynwood Charlton Centre's Annual Accessibility Plan which will be reviewed by the Management Team on an annual basis:

The annual accessibility plan sets out enforceable accessibility standards in the areas of:

- customer service
- information and communication
- employment
- transportation
- built environment

Meeting the needs of persons with disabilities is based on continuous improvement. An accessibility plan considers the needs of clients, children, parents/guardians, contractors, visitors, community professionals, volunteers and employees.

The Management Team will review the policy (accessibility plan) and:

- assist in the development and communication of the annual accessibility plan;
- ensure that staff are trained in proper etiquette for interacting with persons with disabilities;
- guide behaviours of staff in their interactions with persons with disabilities;
- review agency policies, procedures and practices to ensure they are consistent with the principles of accessibility;
- identify barriers that may only become more apparent with experience;
- solicit input and suggestions from staff and people with disabilities with respect to the ongoing development and review of the annual accessibility plan;
- assist in the resolution of complaints.

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The policy (accessibility plan) review may include participation of persons with disabilities, management, staff, board members, parents/guardians and community representatives on plan requirements. Each year, the agency will self audit achievements against the plan.

Barrier Identification and Removal

It is expected that the agency will undertake and support the identification of barriers and their removal through the following means:

Barrier identification initiatives will include:

1. Displaying posters, providing annual training, and including the policy on our website.
2. When renovations to building or property improvements are being considered, plans will incorporate alterations and improvements to all public access points.
3. Existing Policies and Procedures that might unintentionally create barriers will be revised to remove such barriers.

Should barriers be identified, the following barrier removal methodologies may be employed:

- a) Presentation of identified barriers and recommended resolution to senior management for their review and endorsement.
- b) Review and input from staff and committees.
- c) Input from community organizations established to provide assistance to persons with disabilities
- d) Feedback and audit mechanisms, including a complaint process
- e) Public Awareness initiatives and encouraging feedback.

1. Providing Goods and Services to People with Disabilities

Lynwood Charlton Centre is committed to excellence in serving all clients/customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1.1 Communication

We will communicate with people with disabilities in ways that take into account their abilities and limitations and respects their dignity. Alternative methods of communication and technology may be provided and may include communication in person, by telephone, in writing or through electronic text.

If a person with disabilities' preferred mode of communication is not available, the agency staff will, in coordination with their supervisor, attempt to find alternative forms of

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communication that responds to the person's needs, respects the dignity of the individual and is acceptable to the person with a disability.

Signs and notices in areas open to the public, shall have appropriate print size and be placed at locations and levels accessible to wheel chair confined individuals.

Providing certain documents in braille may be a consideration subject to need.

1.2 Telephone Services

We are committed to providing fully acceptable telephone services to our customers. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by e-mail or fax if telephone communication is not suitable to their communication needs or is not available.

1.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients and visitors with disabilities while accessing our services. We will ensure that staff know how to use whatever assistive devices we have available on the premises for clients and visitors.

1.4 Billing

Upon request, accessible invoicing will be provided in formats requested by a client/customers, i.e. hard copy, large print, e-mail, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

1.5 Technology Accommodations

Should clients require accommodations involving use of specific technology (computer programs, texting, e-mails, large print, etc.), the request and accommodation (including any limitations and accommodation) will be indicated in an addendum to the treatment agreement.

2. Use of Support Persons and Service Animals

Lynwood Charlton Centre will be welcoming to people 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 Lynwood Charlton Centre with his or her

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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 our premises. We will work under the assumption that the support person has the consent of the disabled person to be privy to confidential information, unless otherwise advised by the disabled person.

Lynwood Charlton Centre is welcoming to people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

3. Notice of Temporary Disruption

Lynwood Charlton Centre will provide guests with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Processes for notifying persons with disabilities when services are temporarily interrupted will include posting a notice at the public entrance and may include posting a notice on the website (in the event of a long-term disruption). This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

4. Training for Staff

Lynwood Charlton Centre will provide training to all employees, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of client service policies, practices and procedures. This training will be provided within 6 weeks from date of hire and annually thereafter.

Training will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the elevator and/or automatic door opener available on the provider's premises
- What to do if a person with a disability is having difficulty in accessing Lynwood Charlton's goods and services
- Lynwood Charlton Centre's policies, practices and procedures related to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities (i.e. administrative staff who are greeting

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visitors). Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback Process

The ultimate goal of Lynwood Charlton Centre is to meet and surpass client/customer expectations while serving clients/guests with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way that Lynwood Charlton Centre provides services to people with disabilities can be made by a suggestion card available from administrative staff, by e-mail, verbally in person, by phone or by fax. All feedback will be directed to the Manager of Financial and Administrative Services. Visitors can expect to hear back within 14 days of the receipt of feedback.

Additionally, complaints will be addressed according to Lynwood Charlton's Internal Complaints Policy, AHR-2-72.

6. Availability of Documents

A Policy Notification Statement will be posted in public places accessible to clients indicating that documents required by the AODA act or its regulations are available upon request.

A copy of this policy and the complaint form will be retained at the reception area, posted on the external website and available to all staff in the folder entitled "AODA" on the shared server (S drive).

Copies will be made available to parents/guardians and other upon request.

To the extent possible, clients may request and will be provided a document in an alternative format suitable to their needs.

7. Modifications to this and/or Other Policies

Lynwood Charlton Centre is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, an

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explanation will be provided by any member of the Management Team of Lynwood Charlton Centre.