

COMMUNITY LIVING BRANT  
POLICY AND PROCEDURE MANUAL

SUBJECT: Integrated Accessibility Standards	POLICY NO.: 1.6 PAGE 1 of 6
FILE UNDER SECTION: 1	REVISION DATE: November 2019 APPROVAL DATE: December 2013

PURPOSE

The Integrated Accessibility Standards (Ontario Regulation 191/11), as revised July 1, 2016, under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment, transportation, design of public spaces, and customer service. The requirements under these standards are not a replacement or substitution for the requirements of the Ontario Human Rights Code.

POLICY

Community Living Brant supports the principles of and is committed to conforming to all aspects of the AODA and the Ontario Human Rights Code and strives to ensure the provision of barrier free services, supports, and employment consistent with the principle of dignity, independence, integration and equal opportunity. Where it is not possible to remove a barrier, Community Living Brant will make efforts to accommodate people with disabilities in a timely, effective, and suitable manner.

SCOPE:

This policy applies to all Community Living Brant employees and volunteers.

DEFINITIONS

Barrier:

- anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, architectural barrier, information or communication barrier, attitudinal barrier, technology barrier, policy or practice.

Communication Supports:

- May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Accessible Formats:

- May include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.

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Feedback:

- Any comments, compliments, suggestions, or complaints provided to Community Living Brant.

Disability:

- Disabilities may differ in severity and/or visibility, and may be permanent or temporary, or have effects that may come and go.

PROCEDURES

1.0 Accessibility Policies

Through this policy and related policies, Community Living Brant confirms its commitment to meeting the needs of people with disabilities.

Community Living Brant will make these documents publicly available in an accessible format upon request.

2.0 Accessibility Plan

2.1 Community Living Brant will maintain a multi-year Accessibility Plan and review and update it once every five years.

2.2 Community Living Brant will post the plan on its website and provide it in an accessible format upon request.

2.3 Should additional barriers be identified, they will be added to the plan.

3.0 Information and Communications

3.1 Feedback:

Community Living Brant will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communication supports.

3.2 Accessible Formats and Communication Supports:

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Community Living Brant shall provide or arrange for upon request accessible formats and communication supports for people with disabilities in a timely manner that takes into account each person's accessibility needs.

Community Living Brant will consult with the person making the request to determine the suitability of an accessible format or communication support.

Communication supports will be provided at a cost that is no more than the regular cost charged to other people.

### 3.3 Accessible Websites and Web Content:

Community Living Brant will make its internet websites and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, except where not practicable to do so.

### 4.0 Procurement:

Community Living Brant shall incorporate accessibility features and/or criteria, where applicable, in its procurement policies and procedures. This shall include new or re-developed spaces.

### 5.0 Employment

Community Living Brant's Policies and Procedures are intended to build an inclusive and accessible work environment free from discrimination and harassment.

### 6.0 Customer Service

#### Use of Assistive Devices:

Community Living Brant recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids, etc) to access services. Community Living Brant will support people in the use of their assistive devices to obtain or receive services.

#### Communication:

Community Living Brant will communicate in a manner that takes into account the person's disability.

- Communication will be respectful and individualized i.e. in person, by phone, written, or online.

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- Requested documents will be in a format that takes into account the person’s disability and supports will be provided to ensure the person is able to understand and use the documents.
- Community Living Brant shall ensure that any areas of premises that are not open to the public are marked “Employees Only”.

**Service Animals:**

Community Living Brant recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter Community Living Brant’s premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from the premises, Community Living Brant will provide alternative measures to enable the person to obtain or receive services.

**Support Persons:**

Community Living Brant recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on Community Living Brant premises. As well, people will have access to their support person while on the premises. If Community Living Brant charges an admission fee in connection with a support person’s presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.

**Disruptions to Service:**

In the event of a planned or unexpected disruption to Community Living Brant’s facilities or services (e.g., temporary closure of a ramp), Community Living Brant will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on Community Living Brant’s website and may also be posted on the physical premises by the Supervisor/designate.

- Employees shall inform their Supervisor/designate of any physical barriers, architectural barriers, information/communication barriers, technological barriers or a policy or practice that poses a barrier for people with disabilities
- Community Living Brant shall consider the impact on people with disabilities when planning new initiatives, when purchasing new equipment or technology, or undergoing facility repairs or renovations.

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## 7.0 Training

Community Living Brant will provide training to its employees and volunteers about the provision of services for people who have a disability. The training will include a review of this policy, the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the Integrated Accessibility Standards.

The training will also include:

- How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals or support persons
- How to use any equipment or devices available at Community Living Brant that may help with the provision of services to people who have a disability; and,
- What to do if a person who has a disability is having difficulty accessing Community Living Brant's services.

Training will be done on an ongoing basis when changes are made to these policies, practices and procedures. New employees will be trained upon commencement of employment. Human Resources will keep a record of all training.

## 8.0 Confidentiality of Information

Personal information concerning a person's disability cannot be released without the consent of the person and must be managed in a manner that is consistent with the Freedom of Information Guidelines, Personal Information Protection Guidelines, and Community Living Brant Policies and Procedures. Where the accommodation process requires the release of confidential information to a third party, that party shall ensure that confidentiality is protected, that the information is kept in a secure location, and that the information is used solely for the purpose that the release was intended.

## 9.0 Feedback/Comments/Complaints

Comments or complaints regarding Community Living Brant's Accessibility Standards for Customer Service can be made to any Director/designate. Complaints and feedback will be addressed by Community Living Brant in accordance with the Complaints' Procedure.

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10.0 Copies of this Policy

Community Living Brant shall make available copies of this policy, as well as the Complaints' Procedure, on the Agency website or by requesting a copy from the Agency. Community Living Brant recognizes that people who have a disability use methods other than standard print to access information. Community Living Brant shall make every effort to provide this policy, or the information contained in the policy, in a format that takes into account the person's disability.

Supporting Documents:

2.10 Early and Safe Return to Work Policy

9.14 Recruitment Policy

8.12 Complaints Procedure Policy

Ontario Regulation 191/11—Integrated Accessibility Standards