

## **SECTION 1 - LEGISLATED POLICIES**

### **Accessibility for Ontarians with Disabilities (AODA) Policy**

#### **Lakeshore Area Multi-Services Project (LAMP) Accessibility for Ontarians with Disabilities (AODA) Policy**

Lakeshore Area Multi-Services Project welcomes and encourages people with disabilities to use its services. Lakeshore Area Multi-Services Project will provide access to Program services for people with disabilities in a way that respects their rights to dignity, independence, and integration. This commitment is consistent with LAMP's mission to deliver services in a welcoming and supportive environment and consistent with LAMP's core values of equity, accessibility, diversity, and fairness in the treatment of all individuals.

#### **SCOPE**

This policy applies to the delivery of services and programs provided by the LAMP and LAMP welcomes and encourages people living with disabilities to use its services.

LAMP will provide, where possible, access to its services for people with disabilities in a way that respects their right to dignity, independence, and integration. LAMP uses the definition of disability in the AODA. A disability can include a) physical disability, infirmity, malformation or disfigurement, b) mental impairment/disorder or developmental disability, c) learning disability, and d) an injury or disability for which government benefits are received.

#### **POLICY**

LAMP will establish practices and procedures which support the accessibility standards established under the AODA for customer service, information and communication, employment, and the building environment. LAMP will make all reasonable efforts to meet the needs of people with disabilities. LAMP defines reasonable efforts as providing the best possible service within the context of available resources by balancing the needs of people with disabilities with the needs of others who may encounter barriers to access and within the community at large.

## GUIDELINES

### Accountability

LAMP is accountable to employees, clients, the community it serves and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and its regulations.

### Communication

Program staff and volunteers will communicate with people with disabilities in a way that takes their needs into consideration.

### Training for staff and volunteers

LAMP will continue to train staff and volunteers to meet the needs of people with disabilities. This includes the training requirements in the AODA and its regulations, and will be mandatory.

### Feedback process

LAMP welcomes client feedback and makes information available to all patients on how to provide feedback. Feedback is accepted by LAMP in a variety of formats. Staff assistance is available to support all residents, including people with disabilities, in providing feedback.

### Requests for Accommodation under the Ontario Human Rights Code

LAMP will continue to meet the standards set by the Ontario Human Rights Code. Where a request for accommodation is made, LAMP will strive, where possible, to provide accommodation in a way that most respects the dignity of the person. LAMP recognizes that people with disabilities may require individualized accommodation and that each person’s needs are unique. Accommodation will be provided unless LAMP experiences “undue hardship” as defined in the Code.

### Specific Directives - Customer Service Standard

The following directives address the requirements established by the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (“Customer Service Standard”).

#### **a. Provision of Services**

In keeping with LAMP values of providing free and equitable access in a welcoming and supportive environment, LAMP will:

- Provide services in a manner that respects the dignity and independence of people with disabilities and provides them with an equal opportunity to learn about, use or benefit from LAMP’s services.
- Integrate services for people with disabilities. LAMP understands that equitable access sometimes requires different treatment including separate or specialized services. However, such services will be offered in

a way that respects the dignity and full participation of people with disabilities.

**b. Service Animals**

LAMP continues to welcome service animals (i.e., seeing eye dogs) that are needed to assist people with disabilities.

**c. Support people / caregivers**

LAMP welcomes people with disabilities and accompanying support people who attend to help them with communication, mobility, personal care, or medical needs or to access goods or services. In most cases, LAMP does not charge for services that it offers. However, when fees are charged for programs or services, these fees may be waived for support persons or advance notice will be given of any fees that a support person must pay.

**d. Assistive Devices**

LAMP will make reasonable efforts to permit the use of assistive devices that enable people with disabilities to use LAMP s services. LAMP defines an assistive device as 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 (examples include, walkers, magnifiers for reading, etc.). LAMP also recognizes that accessibility can be achieved and provided in different ways.

**e. Employee Training**

Under the AODA legislation, LAMP is required to provide staff with accessibility standard training, and will do so as follows:

*i) Current Employees*

Current LAMP employees will take part in a training program meeting with their respective supervisors assistance using the *Staff Training Guide* provided by the Ontario Medical Association, entitled, *Accessibility for Ontarians with Disabilities Act*.

*ii) New Employees*

New employees will receive the same training as above on an individual basis as part of the LAMP orientation process. This training will be coordinated by the respective department supervisor who has been provided with the resources necessary to deliver the training.

*iii) Content of Employee Training*

- \_ Introduction to Accessibility for Ontarians with Disability legislation
- \_ Goal and mandate of the AODA
- \_ Overview of AODA Standards and related legislative requirements
- \_ Definition of disability and types of disabilities
- \_ Barriers to accessibility
- \_ Principles of effective client services
- \_ Proper etiquette for interacting with people with disabilities.

\_ How to recognize and respond appropriately to people using personal supports, service animals and assistive technology.

**f. Notice of temporary service disruption**

LAMP will attempt to notify patients with disabilities, by telephone where/when possible, should any disruptions in service occur, which may include the reason for the disruption, how long the disruption will last and a description of available alternatives, if any. In the event of an unplanned disruption, notice will be provided as quickly as possible.

**g. Information and Documentation on Accessible Customer Service**

LAMP will document its policies, practices and procedures as required by the Customer Service Standard; this documentation will be posted in all public areas.

**DISCIPLINARY ACTION**

Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment.