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<b>Policy:</b> ACCESSIBILITY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT	<b>Date Approved:</b> January 2014
	<b>Date Reviewed:</b>
<b>Policy Attachment(s):</b> <ul style="list-style-type: none"> <li>■ AODA Customer Service Standards</li> </ul>	

### POLICY

KW Habilitation, in compliance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and corresponding Customer Service Standards, strives to offer services that are barrier free in relation to services, buildings, environment, transportation and Information and communication.

The AODA legislation identifies three types of barriers to providing quality services including;

- Visible barriers (building environment, information/communication, transportation)
- Invisible barriers (attitudes) and
- Systemic barriers (expectations)

KW Habilitation has responded to these types of barriers as follows:

#### A. VISIBLE BARRIERS

##### (i) Building/Environment

- All main service properties and program areas where services are provided by KW Habilitation will be physically accessible to people with mobility disabilities. This may include all or part of a building or program area but must provide, at minimum, an accessible entrance and bathroom facilities that are wheelchair accessible. All buildings must comply with municipality fire regulations.
- Access to common program areas or household areas, unless specified for safety reasons, must be accessible to all people participating in the program. For instances, kitchen, dining and living room areas are accessible or alternatives provided.
- Notice of Temporary Disruption of Service Requirements states that the public needs to know when facilities or services provided to people with disabilities are temporarily not available. This is accomplished through public radio announcements and internal communication systems.

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### *(ii) Information/Communication*

- Information and communication about services provided must be done in a manner that is understood by the participant and takes into consideration his or her disability. This involves a complaint processes people can utilize if they are not satisfied with the accessibility standards of KWH.
- Access to communication aids that support people to communicate or understand other's communication must be available and utilized by staff members.
- Interpreters will be investigated to support people when their main language differs from the usual language the service is provided in. This is especially important for any legal or medical information where consent is required.

### *(iii) Transportation*

- In services where transportation is provided, all vehicles must be accessible to the participants involved in that service or accommodations made for accessible transportation.

### *B. INVISIBLE BARRIERS*

- Attitudes of staff members, managers, and directors who provide services to people with disabilities are monitored through annual performance evaluations.
- The Mission, Vision and Value's statements of KW Habilitation and several key policies and principles address attitudinal cultures within its service procedures. These are mandatory reading for all employees.
- KW Habilitation endorses ongoing staff training for all its employees to maintain best practices in service provision of people with disabilities.

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### C. SYSTEMIC BARRIERS

- Systemic barriers to quality service provision are addressed through KWH employment requirements which require knowledge, competency experience and capacity that is geared towards supporting people with disabilities so that expectations are realistic of the people who are supported.
- Expectations are monitored through internal and external staff training, policies and procedures and the feedback of people using services.

When barriers are identified, it is the responsibility of KW Habilitation to make every effort to minimize the barrier to meet the needs of the people accessing services. This is accomplished through a legislative reporting procedure that requires that "all designated public sector organizations and obligated business or organizations in the private or non-profit sector with twenty (20) or more employees will:

- document in writing all their policies, practices and procedures for providing accessible customer service to people with disabilities;
- document how they are meeting all the requirements of the accessible customer service regulations;
- let customers know that these documents are available upon request; and
- provide this information to a person with a disability in a format that takes into account his or her disability."

### PROCEDURES

- 1.0 The designated staff will review with the person supported by the organization and/or his/her designated advocate(s) their rights with respect to accessible services, information/communication, transportation and building/environment.
- 2.0 Employees and volunteers of KW Habilitation will identify any barriers or potential barriers that would impact negatively on the service it provides to people with

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disabilities and document on an Incident Report and forward to their designated Manager.

- 3.0 If a complaint is made the designated staff receiving the complaint will document the identified concern on an Incident Report and forward to their designated Manager.
- 4.0 The designated Manager will investigate and respond to the complaint and will send the result of the action taken to their designated Director.
- 5.0 The designated Director will file a report on-line through Service Ontario's website at [www.ontario.ca/en/services](http://www.ontario.ca/en/services).

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<b>Policy:</b> USE OF SERVICE ANIMALS	<b>Date Approved:</b> January 2014
	<b>Date Reviewed:</b>
<b>Policy Attachment(s):</b> ■ Not Applicable	

### POLICY

KW Habilitation welcomes people with disabilities who are accompanied by a service animal. All employees and volunteers will be trained on how to interact with a person with a disability who is accompanied by a service animal. It may be readily apparent that an animal is a service animal when its appearance or behaviour (e.g., wearing a harness or saddle bags). If it is not readily apparent, the service animal owner should be prepared to show a certificate or identification card from a service animal training school or a letter from a doctor or nurse if requested.

### PROCEDURES

- 1.0 All employees and volunteers of KW Habilitation will allow a person with a disability to be accompanied by their guide dog or service animal unless the animal is excluded by law.

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<b>Policy:</b> USE OF A SUPPORT PERSON	<b>Date Approved:</b> January 2014
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<b>Policy Attachment(s):</b> ■ Not Applicable	

### POLICY

KW Habilitation is welcoming of any person with a disability who is accompanied by a support person who may not be an employee of KW Habilitation. A support person is any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to services. A support person does not necessarily need to have special training or qualifications.

Before discussing confidential information in front of the support person, KW Habilitation will seek the consent of the person with the disability for the support person to remain. In some cases, the support person will need to remain because they assist the person with the disability with their communication. When a support person remains with the person with the disability, the support person may be asked to sign a Confidentiality Agreement.

### PROCEDURES

- 1.0 If a support person accompanies a person with a disability, employees of KW Habilitation will direct communication to the individual unless the support person is the legal substitute decision-maker for the person.
- 2.0 If the support person is not the legal substitute decision-maker for the person and personal information is to be discussed with the person, then the designated staff will ask that a confidentiality agreement be signed. A copy of the signed confidentiality agreement will be retained in the person's file. If the person uses a different support person for subsequent meetings then a new signed confidentiality agreement may be required.

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<b>Policy:</b> USE OF ASSISTIVE DEVICES	<b>Date Approved:</b> January 2014
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<b>Policy Attachment(s):</b> ■ Not Applicable	

### POLICY

KW Habilitation respects the independence and dignity of all persons with a disability and will support people accessing services who use assistive devices.

### PROCEDURES

- 1.0 The designated Manager will ensure that employees receive training on how to interact with people using assistive devices including but not limited to wheelchairs, walkers, white canes, crutches, oxygen tanks, hearing aids and electronic communication devices. Employees must not touch or move a person's assistive device without the person's permission.
- 2.0 The designated Manager will ensure that information is posted at reception and any public areas that welcomes the use of assistive devices and encourages users to seek support from staff if required.

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<b>Policy:</b> TEMPORARY DISRUPTION OF SERVICES	<b>Date Approved:</b> January 2014
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<b>Policy Attachment(s):</b> ■ Not Applicable	

### POLICY

KW Habilitation will make reasonable efforts to provide notice in the event of a planned or unexpected disruption of service to ensure that people with disabilities are informed of the situation. KW Habilitation will provide notice by posting information in visible places at all locations and on the website of the organization or any other method that may be reasonable under the circumstances.

### PROCEDURES

- 1.0 If a disruption in service is planned and expected the designated Director will advise all Managers.
- 2.0 The designated Manager will inform staff to ensure that the people served by KW Habilitation receive notice of the disruption of service as far in advance as possible to make alternate arrangements.
- 3.0 If a disruption is unexpected then the designated Director advises Managers and staff as soon as possible after the disruption has been identified.
- 4.0 The designated Manager will contact the staff they supervise and request that people served who may be affected by the service disruption be contacted immediately to be informed of this development and alternatives to access services.
- 5.0 The designated Director places a notice of service disruption on the website including a description of what services are affected, reason(s) for the disruption, the anticipated duration and a description of alternatives to access services.



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<b>Policy:</b> ACCESSIBLE CUSTOMER SERVICE STAFF TRAINING	<b>Date Approved:</b> January 2014
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<b>Policy Attachment(s):</b> ■ Not Applicable	

### POLICY

To promote an accessible access to services, KW Habilitation will ensure that all designated employees and volunteers receive training on the Accessibility Customer Service Standards of the Accessibility for Ontarians with Disabilities Act. The contents of this training will include the following:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Services Standard.
- An overview the customer service policies, practices and procedures of KW Habilitation relating to the Customer Service Standard.
- Strategies to interact and communicate with people with various types of disability.
- Protocols when interacting with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Action required if a person with a disability is having difficulty in accessing services from KW Habilitation.

### PROCEDURES

- 1.0 The designated Manager will provide training opportunities on the Accessible Customer Standard of the Accessibility for Ontarians with Disabilities Act for all employees and volunteers.
- 2.0 The designed Manager providing supervision to an employee or volunteer will record the completion of the Customer Service Standard training in the employee's or volunteer's personnel record.

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<b>Policy:</b> ACCESSIBLE CUSTOMER SERVICE: FEEDBACK	<b>Date Approved:</b> January 2014
	<b>Date Reviewed:</b>
<b>Policy Attachment(s):</b> ■ Accessible Customer Service Feedback	

### POLICY

KW Habilitation is committed to continuous service improvement and strives to ensure services are accessible to people with disabilities. Feedback from the people served by KW Habilitation regarding access to services to persons with a disability is encouraged and may be given in writing, by telephone, in electronic format or through other methods.

### PROCEDURES

- 1.0 Each person accessing services from KW Habilitation will be advised by staff that they are welcome to provide feedback on the accessible customer service provided by the organization.
- 2.0 The person accessing services from KW Habilitation will be advised by staff that they can provide feedback by mail, telephone, online form from the website, verbally in person or any other means that effectively accommodates the person with a disability.
- 3.0 If a person indicates he or she would like to respond, then staff will discuss with the person their preferred approach to providing feedback.
- 4.0 The Accessible Customer Service Feedback Form will be distributed to any person accessing services upon request.
- 5.0 On a monthly basis, the designated Manager will review the feedback received on the Accessibility Standards for Customer Service, take any action that is required and forward the completed feedback form to the Quality Assurance Manager.
- 6.0 On a quarterly basis, the Quality Assurance Manager will compile the comments from the feedback forms for consideration by the Executive Director.