

The only official version of ONE CARE documents is the on-line version.

This policy, which incorporates the ONE CARE accessibility plan, applies to all ONE CARE employees.

ONE CARE is committed to being responsive to the needs of all its clients, volunteers and staff. To do this, we must recognize the diverse needs of all individuals and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, ONE CARE is committed to ensuring its services and information are provided in an accessible manner.

ONE CARE will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we must ensure the policies, procedures and practices address integration, independence, dignity and equal opportunity.

Ongoing responsibility for compliance to the Accessibility for Ontarians with Disabilities Act is assigned to a committee which will consist of the supervisors or managers responsible for facilities, communication, and quality. This group will meet on an annual basis, and as needed, to address issues related to accessibility and to facilitate training for staff as required.

ONE CARE services will be provided in a manner that respects the dignity and independence of persons with disabilities.

The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the services.

Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the services.

Communication will be considered, in a manner that takes into consideration a person's disability.

Staff will receive training and regular refreshers as deemed necessary by management.

Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by ONE CARE that are open to the public.

Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public.

Notice and directions will be posted when facilities or services that people with disabilities rely on to access ONE CARE services are temporarily disrupted.

ONE CARE will establish and maintain a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.

ONE CARE will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by ONE CARE.

Support Persons

Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. ONE CARE will allow people with disabilities, who require, to be accompanied by a support person in all ONE CARE owned and operated public facilities. ONE CARE reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises. Before making a decision ONE CARE must:

- Consult with the person with a disability to understand their needs
- Consider health and safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises

In such a situation, ONE CARE must waive the admission fee or fare for the support person, if one exists. If there is confidential information to be disclosed, consent must be received from the person with the disability.

Complaints Regarding Service

Should a member of the public wish to make a complaint regarding the service he/she has received the ONE CARE Managing Complaints Procedure will be used.

Suggestions:

Should a member of the public wish to provide ONE CARE with a suggestion on how to improve our service:

- The client will inform staff member of suggestion, and the staff member document the suggestion on an Occurrence Form and convey the suggestion to their immediate Supervisor following the Managing Complaints Procedure and the Occurrence
- Staff response should include: an explanation of how we will implement the suggestion, a response indicating further investigation or an explanation why we are unable to implement the suggestion
- The client will be notified in a timely manner of how ONE CARE will proceed with the suggestion manager.

Service Disruption

If, in order to obtain, use or benefit from ONE CARE services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, there will be notice posted for the disruption.

Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available. Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the ONE CARE website. If the ONE CARE Website should expect a temporary service disruption, advance notice where possible, keeping with the conditions above, shall be provided on the website.

Service Animals

ONE CARE will allow the person and the animal onto all ONE CARE owned and operated public facilities that are open to the public, and will ensure the person is permitted to keep the animal with him/her. If ONE CARE cannot easily identify that the animal is a service animal ONE CARE may ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

Format of Documents

Should ONE CARE be required to give a copy of a document to a person with a disability, ONE CARE shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. Material printed in-house and publications produced on behalf of ONE CARE should contain a note indicating, "*alternate formats are available upon request*" and include relevant contact information; until existing stocks of print materials (which do not contain this note) are used up, staff will inform individuals requesting materials that alternate formats will be made available upon request. ONE CARE and the person with a disability will try to agree upon the format to be used for the document or information, subject to the provisions of the policy. Alternate formats that should be considered by ONE CARE and the person with the disability will include, but are not limited to:

Print Requests:

Requests for alternate formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. It should be noted that when request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternate methods of providing the information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally etc).

- Employee receives request from a client for alternate format.
- Employee fills out alternative format request form.
- Forwards request to the relevant department.
- The manager will determine feasibility;
- Proceeds with alternate format request.
- If not feasible; contact individual with feasible solution.

ASL Interpreter Request:

- Employee receives request from public for ASL Interpreter.
- Employee fills out alternative format request form.
- Forwards request to the Quality Manager
- The Quality Manger contacts Canadian Hearing Society to make request.
- Once Canadian Hearing Society confirms attendance of ASL Interpreter, staff contacts individual.
- If ASL Interpreter is not available, individual will be contacted with an alternate solution.

Feasibility will be determined based upon cost in relation to size of document and time associated with processing document requests. The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted. Conversion shall be processed in-house wherever possible. When a client requests a piece of documentation in a multiple format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the client.

Training

ONE CARE shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- Every person who deals with clients or other third parties on behalf of the agency, whether the person does so as an employee, volunteer or otherwise.

The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:

- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on ONE CARE premises.
- What to do if a person with a particular type of disability is having difficulty accessing ONE CARE goods or services.

ONE CARE will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

ONE CARE will customize the training going forward, based on actual experiences, or from legislative requirements as they come down from the Province.

Assistive Devices

ONE CARE will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by ONE CARE.

Should a person with a disability be unable to access the services of ONE CARE through the use of their own personal assistive device, ONE CARE will ensure the following measures:

- Determine if service is inaccessible, based upon individual requirements.
- Assess service delivery and potential service options to meet the needs of the individual.
- Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

Emergency Response Information

Emergency response information including fire drill information and evacuation procedures will be made available to staff and clients in alternate formats on request.

ONE CARE policies and procedures are reviewed on a regular basis, as well as an as-needed basis. Any ONE CARE policy, procedure, or practice which does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This Policy will be reviewed and updated as new requirements are received, or at minimum every three years.