

ONE CARE is committed to being responsive to the needs of all its clients, volunteers and staff. ONE CARE recognizes the diverse needs of all individuals, and strives to provide services and facilities that are accessible to all.



As an employer and a provider of services, ONE CARE is committed to ensuring that services and information are provided in an accessible manner.

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

ONE CARE promotes accessibility through the development of policies, procedures and practices, which address integration, independence, dignity and equal opportunities for persons with disabilities. ONE CARE has an ongoing responsibility for compliance to the Accessibility for Ontarians with Disabilities Act (2005). ONE CARE is committed to ensuring that persons with disabilities will be given an opportunity—equal to that given to others—to obtain, use and benefit from the services that we offer.

ONE CARE has provided a summary of our updated Accessibility Standards for Customer Service and Assistive Devices Policy (OF-G-10003, Updated: 06/16/2016). The official version of the Accessibility Standards for Customer Service and Assistive Devices Policy can be found on this page.

Training:

ONE CARE shall ensure that 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), will receive training about the provision of ONE CARE's goods and services to persons with disabilities. The training provided will include a review of the purposes and requirements of the Accessibility Standards for Customer Service and Assistive Devices Policy. ONE CARE believes it is important that training includes the following:

- 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 services 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 keep comprehensive records of training. Training will be customized going forward, based on actual client experience, or from provincial legislative requirements.

In addition to staff training, ONE CARE has created a committee, which consists of the supervisors or managers responsible for facilities, communication and quality. The group will meet on an annual basis, and as needed, to address issues related to accessibility and to facilitate training for staff, as required.

For more information regarding training, please refer to page 4 of 5 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

Support persons:

A support person is an individual that accompanies a person with a disability, in order to help him or her with communication, mobility, personal care or medical needs. Persons with disabilities will be permitted to be accompanied by a support person on ONE CARE premises that are open to the public. ONE CARE may request that a person with a disability is assisted by a support person, in the event that it is necessary to protect the health and safety of the person with a disability. In the event that a ONE CARE service costs money, ONE CARE must waive the admission fee or fare for the support person.

For more information regarding our policy on support persons, please refer to page 2 of 5 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

Service animals:

Persons with disability accompanied by a guide dog or service animal will be permitted on ONE CARE premises that are open to the public. In addition, ONE CARE will ensure that the persons with disabilities are able to keep the animal with him/her. In the event that a service animal is not easily identified as such, ONE CARE may ask for documentation confirming the need for a service animal.

For more information regarding our policy on service animals, please refer to page 3 of 5 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

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. In the event that a person with a disability cannot access our services or buildings through the use of their own assistive devices, ONE CARE will review the service/building to determine if it is inaccessible. In addition, ONE CARE will assess different options, and notify the individual of an alternative service, and how it can be accessed.

For more information regarding our policy on assistive devices, please refer to pages 4 and 5 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

Communication, format of documents and print requests:

ONE CARE understands the importance of communication, and will communicate in a manner that takes into consideration a person's disability. ONE CARE is also dedicated to ensuring that all of our documents are accessible to those using our services. ONE CARE will provide information contained in an important document in a format that takes into account an individual's disability. Alternate formats for documents may be obtained upon request (ex. Audio CDs, ASL interpreters, etc.). ONE CARE will try to accommodate alternate format requests to the best of our ability. In the event that a request cannot be fulfilled, ONE CARE will ensure that other options and formats are considered.

For more information regarding communication, format of documents and print requests, please refer to pages 3 and 4 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

Service disruptions:

ONE CARE will ensure to provide notice and directions when facilities and services provided by ONE CARE are temporarily disrupted. Notice of service disruptions will include information about the reason for the disruption, the amount of time the disruption will take, and information about alternate facilities or services. ONE CARE will provide notice on site, and on the ONE CARE website.

For more information regarding service disruption, please refer to pages 2 and 3 of our Accessibility Standards for Customer Service and Assistive Devices Policy.

Complaints, feedback and suggestions:

ONE CARE values feedback and suggestions regarding the accessibility of our services and buildings. ONE CARE will take all complaints regarding accessibility of our services seriously. We ensure that in the event of a complaint, the ONE CARE Managing Complaints Procedure will be used. Should a member of the public or an individual using our services wishes to make a suggestion or a complaint, we encourage them to do so. Staff will follow the proper protocol, and will notify that client of how ONE CARE is proceeding with the complaint or feedback.

For more information regarding complaints, feedback and suggestions, please refer to page 2 of 5 of our Accessibility Standards for Customer Service and Assistive Devices Policy.