

## Administrative Policies and Procedures

### Policy # 3. 01: Accessibility to Services for Persons with Disabilities

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**Purpose:** In accordance with its obligations under Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act 2005, and consistent with its mission of “helping people help themselves”, CCS is committed to meeting the required accessibility standards for customer service for persons with disabilities as defined by the Act.

**Policy Statement:** Persons with disabilities will be given an opportunity equal to that given to others to obtain, use, or benefit from the services provided by Caledon Community Services.

#### **Protocols:**

**Training:** All staff members, volunteers and others who provide service on behalf of CCS shall receive training in delivering accessible service to persons with disabilities.

The training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act;
- How to communicate and interact 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 service animal or support person;
- How to use available equipment and tools to help people with disabilities to access services
- What to do if a person with a disability is having difficulty accessing services.

Training will be provided to each person based on their service delivery roles as soon as practicable after being assigned these roles. Training will be provided on an ongoing basis to ensure that changes to policies, practices and procedures are consistently communicated. Records of the dates training was delivered will be kept, including training given to newly arrived staff and/or volunteers and others who provide service.

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**Use of Animals and Support Persons:** CCS will ensure that persons with disabilities who are accompanied by a guide dog or other service animal are permitted to access services while keeping the animal with them. Appropriate measures will be put in place to ensure that persons who are uncomfortable with the animal's presence are accommodated.

Support persons who accompany persons with disabilities who are accessing service will be permitted to do so free of charge.

**Notice of Availability of Documents:** Upon request, CCS will provide copies of policies, practices and procedures related to serving persons with disabilities in a manner and format that takes into account the requester's ability to access the information and is agreed to by the person requesting the documents. CCS will inform the public that these documents are available upon request by posting notification on its web site and by other appropriate printed methods.

**Notice of Temporary Disruptions:** CCS will provide notice of temporary disruptions in its capacity to deliver service by posting public notices that will include: the nature of the disruption; the anticipated duration; description and location of alternate services if available. Notices will be posted in a public area at the location of the disruption, on the web site, or by pamphlet where feasible.

**Feedback Process:** Persons with disabilities who have accessed service shall be offered the opportunity to provide feedback to CCS about their service experience. Feedback may be received either in person, by mail or email, phone, fax, or otherwise. Copies of the feedback form and process will be made available upon request.

#### References:

- Training Program Content - (Employment Services)
- Training Sign-off Sheet - (Finance & Business Operations)
- Protocol for scheduling new arrivals for training - (Program Managers)
- Posting of required Notices on web site - (Public Relations)
- Notice of temporary disruptions - (Finance & Business Operations)
- Feedback Forms - (Finance and Business Operations)

#### Date Revised:

Date Approved: February 1<sup>st</sup>, 2010

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