

Ottawa Community Immigrant Services Organization
Client Service Standards for Persons with Disabilities

A. PURPOSE

To demonstrate Ottawa Community Immigrant Services Organization’s commitment to comply with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards. Accessibility standards established under the AODA are being phased in and will become effective over a period of years.

B. SCOPE

This Policy applies to all OCISO employees, and to all OCISO activities, functions and premises.

C. DEFINITIONS

Word/Term	Definition
Disability as defined under AODA	a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device, b) a condition of mental impairment or a developmental disability, c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, d) a mental disorder, or e) an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>
AODA	<i>Accessibility for Ontarians with Disabilities Act, 2005</i>

D. POLICY

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) aims to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from , services, facilities, accommodation and employment as are provided to all Ontarians. The AODA applies to non-profit organization and OCISO is to comply.

1. OCISO is committed to applying the principles and regulations of the AODA to its operations so as to provide equal opportunity of access to persons with disabilities within the Ottawa community.
2. OCISO will comply with the guidelines found in the Appendices of this policy. Each appendix deals with a different standard and should be consulted to determine its application.
3. Additional Appendices will be added as new accessibility standards come into effect.

E. PROCEDURE

	Action	Responsibility
1.	Compliance	
1.1	Comply with the accessibility standards established by the AODA, as set forth in the Appendices to this policy.	All Employees.
1.2	Participate in training that is mandated by the AODA and this policy.	All Employees.
1.3	Develop and implement training program(s) for OCISO employees as required by the AODA and this policy.	Human Resources with support of management.

F. SUPPORTIVE DOCUMENTATION

Appendix 1: Accessibility Standards for Customer Services provided to Persons with Disabilities

G. RELATED MATERIALS

Accessibility Standards for Customer Service

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Appendix 1: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICES PROVIDED TO PERSONS WITH DISABILITIES

This Appendix is based on Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. This regulation applies to OCISO as of January 1, 2012. It establishes the principles and accessibility standards for the and services that OCISO provides to members of the public. It does not apply to OCISO in its role as employer. However, where an OCISO employee accesses OCISO services, not as an employee, but as a member of the public, OCISO will apply Appendix 1 to the provision of those services.

1. Definitions

- **‘Customers’** refers to members of the public and other third parties to whom the OCISO provides services.
- **‘Dignity’** allows the person with disabilities to maintain self-respect and the respect of other people.
- **‘Equal Opportunity’** a person with disabilities has opportunity to access services equal to that given to others.
- **‘Guide Dog’** means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations. Ontario Blind Persons Rights’ Act R.S.O. 1990, Chapter B.7
- **‘Independence’** is when a person with disabilities is allowed to do things on his or her own without unnecessary help or interference from others.
- **‘Integration’** allows the person with disabilities to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with disabilities to access the services.
- **‘Service Animal’** means any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability
- **‘Support Person’** means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to services.

2. Principles for Policies, Practices and Procedures

OCISO will provide services to members of the public and other third parties based on principles and practices that are consistent with the following:

2.1. Persons with disabilities will be given opportunity for service access, use and benefit that is equal to that given to other persons.

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

2.3. Such services will be integrated with services for other persons, unless an alternate measure is necessary on a temporary or permanent basis.

2.4. OCISO will facilitate the use of assistive devices and other measures that enable service access, use and benefit.

2.5. Communication with persons with disabilities will be conducted in a manner that takes into account the person's disabilities.

2.6. Document(s) describing the policies, practices and procedures in this Appendix will be made available to any person on request.

2.7. Where such documents are provided to persons with disabilities, the format of the document will take into account the person's disabilities.

2.8. OCISO will inform all persons to whom services are provided that the documents required under this regulation are available on request.

3. Service Animals, Guide Dogs and Support Persons

OCISO will ensure that the access, use and benefit of services are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person

3.1. Service animals and guide dogs will be permitted to enter and remain on OCISO premises together with the person with disabilities.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law OCISO will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

3.2. Support persons will be permitted to enter OCISO premises together with the person with disabilities, and continuing access to the support person will be ensured.

3.3. If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, OCISO will require the accompaniment of a support person on OCISO premises.

3.4. If there is an admission fee for a person to access to OCISO premises (e.g. to attend an OCISO event), OCISO will provide advance notice of the amount of the admission fee, if any, that will be payable by the individual's support person.

4. Temporary Disruption to Facilities or Services

If there is a temporary disruption in the facilities or services OCISO provides for persons with disabilities, OCISO will provide notice to the public of the reason, the expected duration and available alternatives, if any. Notice may be by posting on OCISO website or by other means reasonable in the circumstances.

5. Training

Every person who provides services to the public or other third parties on behalf of OCISO or who develops OCISO policies, practices and procedures governing the provision of services to the public or other third parties will receive training about the provision of services to persons with disabilities.

The training program will be consistent with the following:

5.1. Initial training will occur as soon as is practicable after a person is assigned to his or her duties.

5.2. Updated training will be provided as policies, practices and procedures related to the provision of services for persons with disabilities are changed.

5.3. Training will include:

- a. A review of the purposes of the AODA and requirements of the Ontario Regulation 429/07.
- b. Instruction on how to interact and communicate with persons with various types of disabilities.
- c. Instruction on how to interact with persons with disabilities who use an assistive device or who require the assistance of a service animal, guide dog or support person.
- d. Instruction on how to use equipment or devices available at, or provided by, OCISO to assist with the provision of services to persons with disabilities.
- e. Instruction on what to do if a person with disabilities is having difficulty accessing OCISO services.

5.4. OCISO will maintain a record of the training provided.

6. Feedback Process

Consistent with the following principles, OCISO will establish a process for receiving and responding to feedback about services to persons with disabilities:

6.1. The process will permit feedback by telephone, in writing using email.

6.2. The process will specify actions OCISO will take on receipt of a complaint.

6.3. Document(s) describing this process will be made available to any person on request