**8.2 Inclusive Environment**

# Accessibility Policy

implemented 2011 revised January 2016

Perth Care For Kids believes that diversity enriches the communities that we live and work. We are dedicated to creating an inclusive environment where everyone is treated with dignity and respect, regardless of race; background; education; ethnicity; language; culture; religion; sexual orientation; gender or gender identity; marital; parental or family status; age; ability or economic status. Perth Care for Kids are committed to being responsive to the needs of employees, students, volunteers and the families we work with. We will promote equitable programs and an environment that is free from discrimination and harassment including providing services and facilities that are accessible.

**Therefore the following policy has been developed in compliance with the Accessibility for Ontarians with Disabilities Act, 2005: license**

Perth Care For Kids will take reasonable efforts to ensure the following:

- that programs and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- that programs and services to persons with disabilities will be integrated.
- persons with disabilities will be given an equal opportunity to obtain, participate and benefit from the programs and services offered.

**Procedure:**

Employees will be trained and expected to:

- communicate with persons with disabilities, taking into account their disability.
- welcome persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the programs and services offered by us
- welcome persons with disabilities accompanied by a guide dog or service animal on all areas of the premises owned or operated by Perth Care For Kids, In the case of leased or rented space, staff will both advocate and inquire with the landlord as to inclusion of guide dogs or service animals on site and any pertinent renovations or assistive devices to enhance accessibility such as lifts
- welcome persons with disabilities accompanied by a support person to remain with that support person while attending a Perth Care For Kids program
- obtain consent from the person being supported prior to disclosing any confidential information to their support person, support persons may be required to sign a confidentiality agreement in some situations

Perth Care For Kids may reserve the right to request a person with a disability to be accompanied by a support person in the event that it is considered necessary to protect the health & safety of the person with the disability or others on the premises.

In accordance with the Accessibility for Ontarians with Disabilities Act requirements, Perth Care For Kids will ensure that all employees, students, volunteers and board members familiarize themselves on the provision of programs and services to persons with disabilities. Further employee training is mandated on the connection between the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC).

**Refer to** - Employee Health & Safety Training Manual

The following are definitions taken directly from the Accessibility for Ontarians with Disabilities Act, 2005:

**Disability is defined as:**
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, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
Also, a condition of mental impairment or developmental disability,
a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols of spoken language, a mental disorder or
an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**A service animal is defined as:**
A "guide dog" as defined in Section 1 of the Blind Persons Rights' Act or
a "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability.
If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or,
If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**A "support person" is defined as:**
Another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods and services.

# Feed Back Process:

Perth Care For Kids is committed to improving accessibility for our employees, students, volunteers and families with disabilities. We welcome feedback about the manner in which we provide service to persons with disabilities.

### Providing Feedback

Feedback may be provided in person or email to a Perth Care For Kids Coordinator available at each location, by telephone, in writing, or by sending a message through to us from the Perth Care For Kids Website Home Page under contact us.

### Review Process

All feedback will be reviewed by the Coordinator and/or Executive Director. Feedback is tracked and analyzed to facilitate continuous improvement in the way we provide service to persons with disabilities.

### Complaints

If the feedback constitutes a complaint about the accessibility of service to persons with disabilities, an attempt will be made to resolve it immediately. If this cannot be achieved, the complaint will be forwarded to the Board of Directors in consultation with the Executive Director. All reasonable efforts will be made to resolve the complaint.

### Contact Information:

Website - home page - contact us www.pcfk.on.ca