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| <b>Section Number:</b><br><b>07</b>            | <b>Subject</b><br><br><b>Accessibility</b> | <b>Policy / Procedure Number:</b>            | <b>No. of Pages:</b> |
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## Policy

Central West Specialized Developmental Services (CWSDS) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities, while meeting the legislative requirements e.g. Accessibility for Ontarions Disability Act (AODA). We are committed to providing people with disabilities the same opportunity to access our services, allowing them to benefit from the services in the same place and in a similar way as those without disabilities.

## Procedure

CWSDS is committed to excellence in serving people with disabilities and will carry out our functions and responsibilities in the following areas:

1. All staff, volunteers and others dealing with persons with disabilities on behalf of the organization will receive training which will include:
  - The purpose of the Accessibility of Ontarians Disability Act, 2005 and the requirements of the Customer Service Standard;
  - An annual review of this policy;
  - Training on interactions with persons with various types of disabilities and the use of assistive devices, or training animals and/or support persons;
  - Respectful and effective responses for persons who have a disability and are experiencing difficulty accessing agency services; and
  - Communication methods for persons with various disabilities.
2. All training on Accessibility will occur within the probationary period of a new employee and annually thereafter. All training will include a test to determine understanding of the Act and CWSDS' Policy. Additional training will be provided when changes are made to the Policy and Procedure.
3. Personal Support Plans: Will list any supports that are necessary for the person to access the services they require. Individuals will be provided assessments on an annual basis in their Personal Support Plan, as well as in the Four and Eight Month Reviews. Any accessibility issues arising in the interim will be dealt with immediately and noted on their Critical Supports. (Policy No. 52-004)
4. Communication Services: Individuals will have access to the assessments, services and assistive devices required to provide them with the most effective means of communication available to them. (Policy No. 52-030) When services are required in a language other than English, refer first to the list of staff that speak additional languages

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located in the Emergency Procedures Manual). In the event that additional languages are needed, contact the Halton Multicultural Council for translation services (details at end of this Policy).

5. Form Flo Charts: Accessibility issues will be noted on the Goals section of the Form Flo Charts. Any requirements to fulfil accessibility needs will also be listed on the Goals section of the Form Flo Charts.
6. Observation Notes: Any instances of accessibility issues should be noted in the individual's Observation Notes along with any steps that were taken to solve the issue.
7. Respectful Intervention: All intervention plans and interventions will consider the accessibility needs of the individual. (Policy No. 52-005)
8. Client Vacations and Out of Country: Travel plans for individuals will take into consideration any accessibility issues the individual may have. (Policy No. 52-015)
9. Movement of Individuals: When an individual moves either within Central West Specialized Developmental Services or outside of the Agency, their accessibility needs will be taken into consideration. (Policy No. 52-007)
10. Rights of Persons Who live at Central West Specialized Developmental Services: It shall be considered a Right of all persons living at Central West Specialized Developmental Services to have their accessibility issues evaluated and their accessibility needs met insofar as possible. (Policy No. 52-003)
11. Consultation and Assessment Reports: Reports from consultants (OT, Speech Language, and Physiotherapist) should include a section on accessibility and any requirements.
12. Health Profiles: Will include a section on accessibility and any requirements.
13. Medications and Medication Reviews: Individuals will have access to regular medications and medication reviews. Insofar as it is possible, the reviews should be done in a way that is understood by the individual. (Policy No. 72-005)
14. Health Care: Individuals' Health Care Plans include a section that takes into consideration the accessibility needs of the individual. (Policy No. 72-001)
15. Referral and Application Forms: All Referral and Application Forms include a section that takes into consideration the accessibility issues of the individual.

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In addition to the aforementioned areas, Central West Specialized Developmental Services will advocate on behalf of individuals for access to service in the following areas:

- i. Structural barriers
- ii. Environmental barriers
- iii. Communication barriers
- iv. Attitudinal barriers
- v. Financial barriers
- vi. Transportation barriers
- vii. Language Barriers

To maintain an environment that is functional for individuals with accessibility needs, the following protocols will be in place:

- A. A list of items needing renovation will be maintained. As funds become available the renovations will be done using universal design concepts.
- B. A written protocol and checklist will be maintained to check for barriers to accessibility in individual homes and in the general areas of the organization. The inspections will be done on an annual basis. Items requiring attention will be completed immediately or added to the renovation list, if additional funding is required. Planning for renovations will be completed in consultation with the Executive Director or designate, Director of Finance, the Residential Manager and the Maintenance Department and whenever possible, the individual with the accessibility need. (The checklist is located in the Forms Folder on the intranet.)

### **Procedure for Persons Seeking Goods or Services at Central West Specialized Developmental Services**

- a) **Communication:** We will communicate with individuals with disabilities in ways that take into account their disability. We have trained staff who communicate with individuals on how to interact and communicate with people with various types of disabilities. Staff will use clear and plain language when communicating on the telephone. They will speak clearly and slowly. If telephone communication is not suitable for the individual, we will offer services by email. Also refer to Page No. 1 of this Policy – Point No. 2.
- b) **Assistive Devices:** We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities.

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- c) **Billing:** Invoices will be provided in a way that is accessible to individuals with disabilities. Invoices can be provided by email, hard copy and large print as needed.
- d) **Use of Service Animals and Support Persons:** Individuals entering the premises with a service animal and or support person will be welcome. Staff will be trained on how to interact with individuals with service animals as required. Individuals accompanied by a support person will have access to their support person while on the premises.
- e) **Notice of Temporary Disruption:** Individuals will be notified of planned or unexpected disruptions of services. Notice may take the form of a telephone call, posted signage, or be done in person. The notice will include information on the reason for the disruption, the expected duration and alternative service locations if available.
- f) **Training for Staff:** As an organization dedicated to the care of individuals with developmental disabilities, Central West Specialized Developmental Services will provide training on an annual basis to ensure that the purpose of the Accessibility of Ontarians Disability Act, 2005 and the requirements of the Customer Service Standard are understood by staff. Staff will be trained to serve individuals with various types of disabilities. The staff will be trained to problem-solve when individuals are having difficulty accessing service.
- g) **Feedback Process:** Comments on the way our services are provided are welcome and appreciated. Our goal is to surpass individual expectations. Comments may be made in person, by email or voicemail. Comments on Dual Diagnosis Service and S.T.A.T.E. services are received by questionnaire with the Intake Packages. Comments on Halton Support Services and Respite services are requested on discharge of the individual. Comments on Residential and Day Program services are received by the Manager of the program.
- h) **Modifications to this and other Policies:** No changes will be made to this or other policies before considering the impact on individuals with disabilities. Any policy that does not respect and promote the dignity and independence of individuals with disabilities will be modified.

Halton Multicultural Council  
1092 Speers Rd.  
Oakville, ON L6L 2X4

Website: [www.halton-multicultural.org](http://www.halton-multicultural.org)

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Organization e-mail: [info@halton-multicultural.org](mailto:info@halton-multicultural.org)

Contact person: Hanadi Al Masri, Settlement & Translation coordinator

905-842-2486 ext 225; Email: [hal-masri@halton-multicultural.org](mailto:hal-masri@halton-multicultural.org).

American Sign Language (ASL) interpreters are available at Halton Multicultural Council.

American Sign Language Interpreters are also available at Canadian Hearing Society. Contact information is as follows:

SouthCom Building  
227 South Millway, Ste 300  
Mississauga, ON L5L 3R6  
Phone: 905-608-0271  
TTY Phone: 647-260-0117  
Email: [tkeeng@chs.ca](mailto:tkeeng@chs.ca)  
Website: [www.chs.ca](http://www.chs.ca)

Approved:

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Executive Director