

Human Resources	Accessibility for Persons with Disabilities: Client Services	Total Pages: 14
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POLICY

Family and Children’s Services of Frontenac, Lennox and Addington recognizes the diverse needs of persons within the communities we serve and will respond by providing services and facilities that are accessible to everyone.

This policy shall apply to every person who deals with a member of the public including all employees, Board members, volunteers, foster parents, contractors and others who deal with the public or other third parties on behalf of Family and Children’s Services of Frontenac, Lennox and Addington.

Applicable Legislation and Regulations

For further information please contact Human Resources or the following websites:

Accessibility for Ontarians with Disabilities Act (AODA, 2005): http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility Standards for Customer Service, Ontario Regulation 429/07: <http://209.167.40.96/doc.asp?unit=cust-serv-reg&doc=guide&lang=en>

Ministry of Economic Development, Trade and Employment: <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

Purpose

Family and Children’s Services of Frontenac, Lennox and Addington is committed to ensuring that persons with disabilities are provided equal opportunities and standards of service in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* by eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

PROCEDURE:

Providing Services to People with Disabilities

The Agency will carry out its functions and responsibilities in the following areas:

1. Communication

- a. Human Resources ensures that all employees, Board members, volunteers, foster parents, contractors and others who deal with the public or other third parties on the Agency's behalf, receive training on how to effectively interact and communicate with clients with various types of disabilities.

2. Telephone Services

- a. Employees, Board members, volunteers, foster parents, contractors and others who deal with the public or other third parties on the Agency's behalf are expected to be familiar with telephone technologies intended for people with disabilities.

3. Assistive Devices

- a. Employees, Board members, volunteers, foster parents, contractors and others who deal with the public or other third parties on the Agency's behalf are expected to be familiar with various assistive devices that may be used by people with disabilities while accessing Agency services.
- b. Assistive devices owned and operated by the Agency will be available for use by persons with disabilities. Available assistive devices and the procedure for accessing them are outlined in the Assistive Device Procedure, attached as Appendix A.
- c. It is the responsibility of the person with a disability to ensure that their assistive devices are operated in a safe and controlled manner at all times.

4. Billing

- a. The Finance department provides invoices/receipts upon request (i.e. hard copy, large print, e-mail) and also answers any questions about the content of the invoice in person, by telephone or e-mail.

5. Service Animals

- a. Persons with disabilities are permitted to be accompanied by their service animal and are able to keep the animal with them in areas/premises that are open to the public when accessing services provided by the Agency, unless the animal is otherwise excluded by law.

- b. A service animal is not permitted where food preparation is being undertaken or as otherwise disallowed by law (i.e. laws restricting certain animal breeds).
- c. If a service animal is excluded by law; the Agency ensures alternate means are available to enable the person with a disability to obtain, use or benefit from the Agency's services.
- d. In the event a staff member or client is allergic to a service animal, the Agency will make alternative arrangements to allow for the person with a disability to attend a meeting with their service animal.
- e. It is the responsibility of the person with the disability to keep their service animal in control at all times.
- f. For specific information related to service animals see the Service Animal Procedure attached as Appendix B.

6. Support Persons

- a. Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing services provided by the Agency. The Agency shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- b. If there is confidential information to be disclosed, consent must be received from the person with the disability and a consent form must be signed to share information while the support person is present.
- c. If there are costs associated with a support person attending an Agency sanctioned/sponsored event or training session, the Agency will provide notice and may cover a portion of the cost for the event.
- d. For specific information related to support persons see Appendix C of this policy, entitled "Support Persons Procedure".

7. Notice of Temporary Disruption

- a. Property Coordinators make reasonable efforts to provide clients with notice in the event of a disruption in the facilities or services potentially used by people with disabilities, including information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- b. The notice will be placed as soon as possible at visible places on the premises and on the Agency intranet and website.

8. Training

- a. Human Resources coordinates and will endeavor to ensure that AODA training material provided to all employees, Board members, volunteers, foster parents, contractors and other third parties that act on the Agency's behalf to fulfill obligations under the Act.
- b. Training is provided to new employees, students, Board members, volunteers and foster parents, contractors and other third parties that act on the Agency's behalf, as part of their orientation, and on an ongoing basis when changes are made to these policies, practices and procedures.
- c. A training record will be maintained by Human Resources for all Agency employees who have attended the training and includes when the training was completed. Training Records of all other persons inclusive to volunteers, foster parents, Board members, contractors other third parties that act on the Agency's behalf will be maintained by the appropriate departmental parties responsible for providing the training in accordance with requirements of the Act. The training will cover the following:
 - Purpose of the Accessibility for Ontarians with Disabilities Act, 2005
 - Requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
 - Agency's policies, practices and procedures relating to the customer service standard.
 - Interaction and communication with people with various types of disabilities.
 - Actions if a person with a disability is having difficulty in accessing Agency's services.
 - Interaction with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
 - Use of equipment or devices available through the Agency that may help with the provision of services to persons with disabilities.

9. Feedback Process

- a. The Agency maintains a feedback process to enable members of the public to comment regarding the Agency provision of services to people with disabilities. They may provide feedback in a manner that is easiest for them. Specific information related to our feedback process can be found in the Feedback Process Procedure attached as Appendix D.

- b. All feedback is directed to Human Resources. Human Resources provides a response no later than fourteen (14) business days of receipt of such feedback in a format that takes into account the informant's disability and will outline actions deemed appropriate.
- c. All feedback is logged for reporting purposes and is kept in strict confidence and used to improve service.

APPENDIX A

Family and Children's Services of Frontenac, Lennox and Addington Assistive Devices Procedure Addendum to Accessibility for Persons with Disabilities Policy

Family and Children's Services of Frontenac, Lennox and Addington recognizes the diverse needs of persons within the communities we serve and will respond by providing services and facilities that are accessible to everyone by:

1. Allowing a person with disabilities to use their own assistive devices to access services or provide them with access to available assistive devices upon request.

2. Respecting personal assistive devices, by not touching or handling the assistive device without permission. If permission is received, use the following guidelines:
 - Do not move items or equipment, such as canes and walkers, out of their reach
 - Inform the person about accessible features in immediate environment (automatic doors, accessible washrooms, etc.)

Assistive devices owned by the Agency are available to assist with serving a person's needs while utilizing the services offered by the Agency, as listed below:

<u>Assistive Device</u>	<u>Instructions</u>	<u>Site</u>	<u>Location</u>
Mechanical lift and transfer system	Individual and their support person may use this device. Instruction sheet will be posted in the accessible bathroom on the main floor at 99 Advance Ave.	99 Advance Ave.	Corridor on main floor adjacent to small client meeting rooms.
Elevators	-Wait for the elevator doors to open. Step aside and let anyone who may already be inside come out. - Accompany the client to the floor you wish to go to and then exit.	817 Division Street, 99 Advance Ave.	Main Floor Main Floor
Accessible bathroom in main lobby		817 Division Street, 99 Advance Ave.	Main Lobby/Access Area Main Lobby
Lower Level Counter in main reception area	Screen behind the reception desk will need to be opened to assist client in wheel chair.	817 Division Street	Reception area
Electronic Door Opener		817 Division Street 99 Advance Ave.	Main Lobby Main Lobby

Commonly used Assistive Devices:

Vision Loss:

- Digital audio player – enables people to listen to books, directions, art shows, etc;
- Magnifier – makes print and images larger and easier to read;
- Portable global positioning systems (GPS) – helps orient people to get to specific destinations;
- White cane – helps people find their way around obstacles;

Deaf, Deafened, Oral Deaf, Hard of Hearing:

- FM transmitter system or other amplification devices – boosts sound closest to the listener while reducing background noise;
- Hearing aid – makes sound louder and clearer;
- Teletypewriter (TTY) – helps people who are unable to speak or hear to communicate by phone. The person types their messages on the TTY keyboard and messages are sent using telephone lines to someone who has a TTY, or to an operator (Bell Relay Service) who passes the message to someone who does not have TTY.

Physical Disabilities:

- Mobility device (e.g. Wheelchair, scooter, walker, cane, crutches) – helps people who have -mobility challenges
- Personal oxygen tank – helps people breathe.
- Mechanical Lift.

Learning Disabilities:

- Electronic notebook or laptop computer – used to take notes and to communicate;
- Personal data managers – stores, organizes and retrieves personal information;
- Mini pocket recorders – records information for future playback.

Intellectual/Developmental Disabilities:

- Communication boards (e.g. Bliss board) – communicate by pointing to symbols, words, or pictures;
- Speech generating devices – communicate using a device that ‘speaks’ when a symbol, word or picture is pressed.

Appendix B

Family and Children's Services of Frontenac, Lennox and Addington Service Animals Procedure Addendum to Accessibility for Persons with Disabilities Policy

The Family and Children's Services of Frontenac, Lennox and Addington recognizes the diverse needs of persons within the communities we serve and will respond by providing services and facilities that are accessible to everyone by:

1. Permitting service animals to accompany persons with disabilities which includes keeping the animal with them in areas/premises that are open to the public when accessing services provided by the Agency.
2. Informing a person with a disability accompanied by a service animal that they are responsible to maintain care, supervise and control the animal at all times.

In a circumstance where the person is unable to gain control of their service animal:

- Allow the person an opportunity to gain control and rectify the situation. If the service animal is acting aggressively, the owner will remove the animal from the situation and/or area of concern until such time that control is resumed and service provision can continue.

A service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a physician or nurse, or an identification card from the Ministry of the Attorney General.

- Guide dogs are specially trained to assist a person who is blind.
- Service animals are animals that are specially trained to assist a person with a disability. They might open doors, pick up items, predict seizures, alert to sounds, etc. Service animals may be a dog or another type of animal.
- Service animals are not pets – they are working animals. Staff are not to pet, make eye contact with or talk to a service animal.
- Service animals provide a necessary service; they are allowed to be with their owner at all times, unless otherwise prohibited by law.

When serving a person who has a service animal and there is another person present who has an allergy to animals, accommodations will be made that meets the needs of all parties.

Service animals are not permitted:

- Where food preparation is being undertaken.
- As otherwise disallowed by law (i.e. laws restricting certain animal breeds - Pit Bulls).

Where a law excludes the service animal from our premises, staff are required to provide alternatives to enable the client to access our services which may include:

- Provide services to the person in a part of the premises where the animal is not restricted;

- Work with the individual to find a mutually agreeable solution (i.e. Determine another method of service).

If it is not apparent that an animal is a service animal, staff may ask the person to provide documentation from a regulated health professional or an identification card from the Ministry of the Attorney General confirming that the person requires the animal for reasons related to a disability.

The following chart lists some types of service animals, key tasks they perform and those who use service animals.

Service Animal	Key Tasks	Users
Autism assistance or service dog	<ul style="list-style-type: none"> • Keeps a child from running into danger and provides assistance when sensory stimulus is heightened. Dog is attached to the child's waist by a belt and a leash held by an adult 	People with autism or other developmental/ intellectual disabilities
Guide dog, dog guide or seeing eye dog	<ul style="list-style-type: none"> • Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles 	People with vision loss
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal	<ul style="list-style-type: none"> • Alerts owner to sounds often by a nudge or pawing and leads him/her to the source of the sound. • May use a special signal to alert owner to fire alarm 	People who are Deaf, oral deaf, deafened or hard of hearing
Psychiatric service dog	<ul style="list-style-type: none"> • Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc. 	People with mental health disabilities
Service or mobility dog or animal, special skills dog or animal (Small ponies or miniature horses)	<ul style="list-style-type: none"> • May pull wheelchairs, carry objects, pull items, turn handles or push buttons such as door openers. Larger dogs may provide balance support. 	People with physical disabilities
Seizure, seizure alert, seizure assist or seizure response dog or animal	<ul style="list-style-type: none"> • Steers owner from danger during a seizure, activates medical alert • Can alert owner to an oncoming seizure 	People who have epilepsy or other seizure disorders

Appendix C

Family and Children's Services of Frontenac, Lennox and Addington Support Persons Procedure Addendum to Accessibility for Persons with Disabilities Policy

Definition:

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods and services. The support person can be a paid personal support worker, volunteer, friend or family member. He or she does not necessarily need to have special training or qualifications.

Family and Children's Services of Frontenac, Lennox and Addington recognizes the diverse needs of persons within the communities we serve and will respond by providing services and facilities that are accessible to everyone by:

- Allowing a person with a disability to be accompanied by his/her support person while in areas of the premises that are open to the public. Determine the identity/role of the support person however direct communication is to be with the client.

When the Agency Requires a Support Person to be present:

Staff may deem it necessary to recommend to their client that they should be accompanied by a support person in order to fully access service.

In determining whether a client with a disability requires the accompaniment of a support person, the following criteria are used in consultation with the client and team manager:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

- Those situations where, without a support person present, the client may not be able to fully comprehend and/or participate in the service being offered.

If there are costs associated with a support person attending an Agency sanctioned/sponsored event or training session, the Agency provides notice and may cover a portion of the cost for the event.

When discussing confidential information with a client accompanied by their support person, the client must sign a "Consent to Obtain/Release Information" form allowing the support person to be present during the discussion.

The following chart contains some examples of functions performed by support persons:

Client with a Disability	Support Person's Functions
Deaf or Blind	To guide, to provide transportation and adaptive communication such as tactile or adaptive American Sign Language, large print notes, print on palm or two-handed manual signing
Deaf, Deafened, Oral Deaf	To provide sign language or oral interpretation services – to translate conversation, not to participate in it
Learning Disability	To help with complex communication or note-taking
Intellectual/Developmental Disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them away from dangerous situations
Mental Health Disability	To help with communication tasks such as completing complex forms. To help in environment such as crowded, noisy settings or high-stress situations such as interviews.
Physical Disability	To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions
Seizure Disorder	To assist in the event of a seizure (e.g. To protect from falling)
Speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret the person's communications
Vision Loss	To read or to guide

Appendix D

Family and Children's Services of Frontenac, Lennox and Addington Accessible Customer Service/Employee Feedback Procedure Addendum to Accessibility for Persons with Disabilities Policy

Family and Children's Services of Frontenac, Lennox and Addington recognizes the diverse needs of persons within the communities we serve and will respond by providing services and facilities that are accessible to everyone. The Agency recognizes that every person has the right to make a complaint, offer a suggestion or compliment on the way we provide services to people with disabilities. Everyone is invited to provide their feedback. All feedback is tracked to ensure appropriate follow up and reporting and is kept in strict confidence.

Feedback may be provided in any of the following methods:

- Telephone: (613) 545-3227
- Fax: (613) 542-4428

Email: hr@facsfla.ca

- In Writing: Family and Children's Services of Frontenac, Lennox and Addington
Human Resources
817 Division Street
Kingston, ON K7K 4C2
- In person

We welcome your feedback, alternate accessible formats and communication supports can be arranged upon request.

***Note: A copy of the Accessible Customer Service/Employee Feedback Form is attached.**

All feedback is directed to Human Resources. Human Resources will provide a response no later than fourteen (14) business days of receipt of such feedback in a format that takes into account any disability and outlines actions deemed appropriate.

Accessible Customer Service/Employee Feedback Form

Customer/Employee Contact Information:

Name:

Address:

Province:

Email:

Postal

Code:

City:

Phone:

Date:

Please check appropriate boxes and fill out required sections:

- | | | | | |
|---|---|--------------------------|---------------|--------------------------|
| 1. Is the feedback a Concern or a Compliment? | Concern | <input type="checkbox"/> | Compliment | <input type="checkbox"/> |
| 2. Is the feedback regarding a facility or a service? | Facility | <input type="checkbox"/> | Service | <input type="checkbox"/> |
| 3. If the feedback is regarding a facility, what is the name of the site? | Advance | <input type="checkbox"/> | Division | <input type="checkbox"/> |
| | Sharbot | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| | Lake | | Northbrook | <input type="checkbox"/> |
| | | | Barrett House | <input type="checkbox"/> |
| 4. What does the feedback pertain to? | Accessible | <input type="checkbox"/> | | |
| | Communication | | | |
| | Assistive Devices | <input type="checkbox"/> | | |
| | Service Animals | <input type="checkbox"/> | | |
| | Service Disruption | <input type="checkbox"/> | | |
| | Support Persons | <input type="checkbox"/> | | |
| | Other (please specify in the additional comments section below) | <input type="checkbox"/> | | |
| 5. What is the best way to contact you? | Email | <input type="checkbox"/> | | |
| | Phone | <input type="checkbox"/> | | |
| | Other (Please specify in the additional comments section below) | <input type="checkbox"/> | | |

Details of the Feedback: (If required, please use additional pages)
