

ACCESSIBILITY POLICY

INTENT:

To establish and maintain Accessibility at PHARA. To ensure the continued availability, permanence and quality of these services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and in keeping with Accessibility Standards for Customer Service, Ontario Regulation 429/07.

DEFINITION:

For the purpose of this policy PHARA utilizes the definition of disability as defined by Section 10 of the Ontario Human Rights Code;

1. 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 animal or on a wheelchair or other remedial appliance or device,
2. A condition of mental impairment or a developmental disability,
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or,
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

POLICY

1. All employees and volunteers of PHARA are expected to treat all parties (defined as clients and any member of the public) with respect maintaining high standards of professionalism and fairness.
2. PHARA will make reasonable efforts to ensure policies, practices and procedures and the delivery of services and training provided to employees and volunteers are in keeping with the principles of dignity, equity/equality of outcome, independence and integration, and we will communicate with people with disabilities in ways that take into account their disability and communication needs.
3. PHARA acknowledges the importance of assistive devices and encourages the use of their own personal assistive devices unless there is a defined risk associated with that use. Should a person with a disability be unable to access PHARA services through the use of their own personal

assistive device, PHARA will assess service delivery and potential service options to meet the needs of the individual.

4. PHARA acknowledges the vital relationship and dependency which exists between a person with disabilities and their service animal. PHARA is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of the premises that are open to visitors and other third parties. Service animals are not permitted where food preparation is being undertaken or as otherwise disallowed by law. The member/customer, when accompanied by a service animal, will be allowed to enter the premises with the animal and keep the animal with him or her at all times, unless the animal is excluded by law from the premises.
5. PHARA is committed to welcoming people with disabilities who are accompanied by a support person. People with disabilities have the right to have access to their support person while accessing the services of PHARA. If confidential information is going to be discussed, the person with the disability should be asked if they prefer their support person to remain present. If the support person is present when confidential information is to be disclosed consent must be received from the person with the disability. A signed confidentiality agreement should also be obtained from the support person.
6. PHARA has established a process to receive feedback on the provision of goods and services to parties with disabilities accessing services. This process enables people to provide feedback either in person, in writing, by telephone, and by e-mail. A Feedback Form is available in reception for pickup, may be sent by email, and completed on the telephone. This form can also be requested by contacting PHARA at reception, by calling, by letter mail, and by email. The form will be adapted to ensure availability. PHARA will follow up with the individual in the format in which the feedback was received. All feedback will be kept in the strictest confidence and will be used to improve customer service.
7. PHARA has instituted training for all individuals who interact and deal with members of the public or other third parties on behalf of the organization. PHARA will request that sub-contractors confirm compliance or request they receive training on the AODA.

RESPONSIBILITY:

The responsibility and oversight of this policy rests with the Chief Executive Officer and Director of Operations.

RATIONALE:

The organization needs to ensure it meets the requirements of accessibility by provincial standard.