

Name of Manual Policy and Procedure	Policy Name Accessibility Standards for Customer Service
Section 71.0	Creation Date: October 2012
Responsible for Implementation Executive Director/Director's/ Managers/Supervisors/Staff	Revision Dates

Policy

Aptus Treatment Centre endeavors to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service – dignity, independence, integration and equal opportunity. All Services will be provided in a manner that is respectful of all people.

Purpose

This policy and procedure has been established by Aptus Treatment Centre to govern the provision of its services in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. This Policy applies to all Aptus Treatment Centre locations that are accessed by the public.

Scope

This Policy applies to all employees of Aptus Treatment Centre, People We Serve, Volunteers and Students.

Definition

Assistive Device – as defined in the Guide to the Accessibility Standards for Customer Service, is a technical aide, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids or oxygen tanks.

Barrier – as defined in the Accessibility of Ontarians with Disabilities Act is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability – as defined in the Accessibility for Ontarians with Disabilities Act and the Human Rights Code is:

- Any degree of physical disability, infirmity, malformation or disfigurement included but not limited to:
 - o Diabetes mellitus
 - o Epilepsy
 - o A Brain injury
 - o Any degree of paralysis



- Amputation
 - Lack of physical coordination
 - Blindness or visual impediment
 - Deafness or hearing impediment
 - Muteness or speech impediment; or
 - Physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device
- A condition or mental impairment or a developmental disability
 - A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
 - A mental disorder
 - An injury of disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – a highly trained and insured dog that has been trained at one of the special facilities to provide mobility, safety and increased independence for people who are blind.

Service Animal – the regulation defines a “Service Animal” as “an animal for a person with disability”. In this policy, a service animal is:

- Any animal used by a person with a disability for reasons relating to the disability; or
- Where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability; or
- Where the person provides a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person – A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to good and services.

General Principles and Procedure

Providing services to People with Disabilities

Aptus Treatment Centre will make every reasonable effort to ensure that its policies and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring the services must be provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of services to persons with disabilities and others must be inclusive unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the services

Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from Aptus Treatment Centres services will be recognized unless otherwise prohibited due to Health and



Safety issues. In these situations, Aptus Treatment Centre may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Aptus Treatment Centre's services where applicable.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operating in a safe and controlled manner at all times.

Use of Guide Dogs and Service Animals

Aptus Treatment Centre is committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on the parts of our premises that are open to the public and other third parties. Aptus Treatment Centre will ensure that all employees dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal.

Recognizing a Guide Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the person for reasons relating to his or her disability, Aptus Treatment Centre may request verification from the person. Verification may include:-

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to his/her disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognised guide dog or service animal training school

Care and control of the Animal

The person that is accompanied by the guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Use of Support Persons

Aptus Treatment Centre is committed to welcoming people with disabilities who are accompanied by a support person and will be allowed to enter the premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Aptus Treatment Centre may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it's the only means to allow the person with a disability to access Aptus Treatment Centre services.

Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control and knowledge of Aptus Treatment Centre. Aptus Treatment Centre will provide notice to applicable people in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if applicable.

The notice will be placed at applicable premises or by such other method as it is reasonable under the circumstances. In the event of an unexpected disruption, notice will be provided as soon as possible.

Feedback Process

The goal of Aptus Treatment Centre is to meet expectation of the People Served while welcoming family members and other visitors. Comment on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback may identify areas that require change and encourage continuous service improvements.

Feedback can be made in person, by phone, e-mail, in writing or through the mail.

Training for employees

Aptus Treatment Centre will provide training to all employees and volunteers who support people with disabilities. Aptus Treatment Centre will keep a record of training that include the dates training was provided, the number of employees and names of employees trained.

The training will include information on the purposes of the *Accessibility for Ontarians with Disabilities Act 2005*, how to communicate and interact with people with disabilities, how to interact with service animals or support person, how to utilize assisted devices that are available, what to do if a person has difficulty accessing our services or facilities, and our policies, procedures and practices pertaining to providing accessible customer service to people with disabilities.

Any questions about this policy can be directed to the supervisor or manager of the program or alternately to Human Resources.