


POLICY: Accessibility	POLICY NO.: HR 42
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POLICY STATEMENT

Community Living Burlington strives 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 way that is respectful of all people.

SCOPE OF POLICY

This policy applies to all Community Living Burlington employees, volunteers, students, and Board Members. This policy applies to all Community Living Burlington locations that are accessed by the public. This policy does not apply to the homes or apartments where people live as these are not areas the public will be accessing for service.

PROCEDURE

Communication

Community Living Burlington will communicate in a manner that takes into account the person's disability.

Communication will be respectful and individualize whether in person, by phone, written or online.

Requested documents will be in a format that takes into account the person's disability and supports will be provided to ensure the person is able to understand and use the documents. Community Living Burlington will ensure that any areas of premises that are not open to the public are marked "Employees Only".

When services are required in a language other than English, contact the Halton Multicultural Council for translation services.

Use of Assistive Devices

Community Living Burlington recognized that some people require assistive devices; such as wheelchairs, mobility aids, hearing aids, etc, to access services. Community Living Burlington will support people in the use of assistive devices to obtain or receive services.

Service Animals

Community Living Burlington recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter Community Living Burlington's premises and to keep the animal with them, but may be restricted in areas that are otherwise governed by other laws

such as Health Protection and Promotions Act. If the animal is legally excluded from the premises, Community Living Burlington will provide alternative measures to enable the person to obtain or receive services. An example of a restriction would be if a person has a severe allergy to animals.

Support Persons

Community Living Burlington recognizes that some people rely on support persons for assistance while accessing services and that these support people may accompany them on Community Living Burlington premises. They will also have access to their support person while on the premises. If Community Living Burlington charges an admission fee in connection with a support person's presence at an event or function, advance notice will be given regarding the fee, if any, that is to be paid by the support person.

Notice of Temporary Disruptions to Service

In the event of a planned or unexpected disruption to Community Living Burlington's facilities or services (e.g. temporary closure of a room), Community Living Burlington will provide notice to the public. Notice may take the form of a telephone call, posted signage, website 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.

Training

As an organization dedicated to the care of individuals with developmental disabilities, Community Living Burlington has staff trained to serve individuals with various types of disabilities. The staff are trained to communicate using various communication devices and assist with wheelchair lifts. The staff are trained to assist individuals who may have difficulty accessing service. All employees will be required to review the policy annually.

Feedback/Comments/Complaints

Comments or complaints regarding Community Living Burlington's Accessibility Standards for Customer Service can be made in the following order to the Manager, Director(s), Executive Director, or designate by email, voicemail or in person.

Policy

Community Living Burlington shall make available copies of this policy on the Agency website or by requesting a copy from the Agency. Community Living Burlington recognizes that people who have a disability use methods other than standard print to access information. Community Living Burlington shall make every effort to provide this policy, or the information contained in the policy, in a format that takes into account the person's disability. In order to help the Association fully address the feedback received, where possible, the following information must be included:

- Time and date
- Description of complaint, suggestion or compliment
- Additional Comments
- Contact information (should the person wished to be contacted)

Halton Multicultural Council
1092 Speers road
Oakville, Ontario L6L 2X4

Website: www.halton-multicultural.org
Organization e-mail: info@halton-multicultural.org
Contact Number: 905-842-2486 ext. 225

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, Ontario L5L 3R6
905-608-0271
TTY (TeleTYpewriter) Phone: 647-260-0117
Email: tkeeng@chs.ca
Website: www.chs.ca

