

Subject: **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA)**

Section: **Human Resources**

Approved By: **Senior Management Committee**

Date Approved: **May 2 2013**

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POLICY

In fulfilling our vision to enhancing the quality of life, Fairhaven strives to respect the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunities to access and benefit equally from all of our goods and services, in the same place, and in the same manner, or similar manner, as others.

This policy applies equally to all members of the Fairhaven community, including employees, physicians, volunteers, board members, contractors and any others who interact with the public on behalf of the home.

PROCEDURE

USE OF PERSONAL ASSISTIVE DEVICES:

People with disabilities have the right to use their own personal assistive devices to access goods and services provided by Fairhaven, unless there is an associated risk to the person with the disability, or any other person, when using the device. We will ensure that our staff is trained and familiar with various assistive devices that may be used while accessing our services.

COMMUNICATION:

All members of Fairhaven are expected to communicate with persons with a disability in a manner that takes into consideration the person's disability; enabling the persons with disabilities to communicate effectively for the purposes of using our goods and services. Communication includes the process of providing, sending, receiving and understanding information.

Fairhaven promotes independence and enables access to all goods and services by using assistive devices or communication services to change the usual method of communication, if necessary. The following are various methods that are used to optimize communication for persons with a disability:

- Large print materials
- Graphic and written signage

USE OF GUIDE DOGS AND SERVICE ANIMALS:

People with disabilities have the right to be accompanied by their guide dog or service animal to enable independence in accessing goods and services while on Fairhaven's premises. Accommodation will be made for service animals taking into consideration the safety of others and laws that exclude service animals. If a service animal is excluded by another law, other measures will be provided to ensure that the person with a disability is able to access goods and services.

USE OF A SUPPORT PERSON:

People with a disability accompanied by a support person have the right to have access to that support person while at Fairhaven. This access is to assist them with communication, mobility, personal care or medical needs to enable access to goods and services provided by the home.

A support person may be a regulated health professional or unregulated person such as a family member, volunteer or friend. This policy on the use of support persons, regulated or unregulated, acknowledges the need to ensure confidentiality and adhere to Fairhaven's Policies and Procedure. As such, support persons are expected to sign Fairhaven's confidentiality agreement, and review and agree with the various Policies and Practices. Where required, the support person will be asked to identify the disability-related service(s) he/she provides.

TEMPORARY SERVICE DISRUPTIONS:

Fairhaven provides notice to all people that rely on, and access goods and services in the home in the event of a temporary disruption to the facilities or services.

The notice of disruption includes:

- Reason for disruption
- Anticipated duration
- Description of alternative facilities or services that are available

Examples of when notices are provided include:

- Reduced entrance/exit access due to construction, maintenance or outbreak of illness
- Reduced access to assistive devices due to maintenance, equipment malfunction, theft or other reasons
- Elevators closed due to maintenance

Fairhaven is committed to ensuring that these communications are made accessible to people with disabilities. The information is posted at a conspicuous place on our premises, on the website or by other methods as necessary to meet identified

communication needs.

TRAINING AND EDUCATION FOR STAFF:

All members of Fairhaven, including staff, volunteers, physicians, board members, contractors and others who interact with the public or other third party on behalf of Fairhaven, will receive training on providing customer service to people with disabilities.

Training will be provided based on individuals' needs and duties within the home and as soon as is practical after they are assigned the applicable duties. Training may be in the form of a group session, e-learning passport education training module and/or as a component of orientation.

Training and education includes:

- The purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use assistive devices, or who require the assistance of a service animal or support person;
- How to access equipment made available by Fairhaven to help people with disabilities access goods and services;
- What to do if a person with a disability is having difficulty accessing Fairhaven's goods and services; and
- Fairhaven's policies, practices and procedures relating to the customer service standards.

PROCESS FOR PROVIDING FEEDBACK:

Feedback and comments on the quality of goods and services Fairhaven provides to people with disabilities are welcome and appreciated. All feedback will be reviewed and responded to. Any person can contact Fairhaven with their questions, comments or concerns via email, telephone, in writing, in person or using any other method.

NOTICE OF CUSTOMER SERVICE STANDARD POLICIES, PRACTICES AND PROCEDURES:

1. Fairhaven ensures that all policies, practices and procedures related to the customer service standard of the AODA (Accessibility for Ontarians with Disabilities Act) are available upon request. The documents are provided in a manner that takes into account a person's disability. Notification that policies, practices and procedures related to the customer service standard is communicated through our web-site and the printed information.