

<b>Policy:</b> Accessibility and Customer Service for Individuals with Disabilities	<b>Review Date:</b> July 13, 2023
<b>Prepared/Revised By:</b> Human Resources	<b>Date of Issue:</b> November 17, 2011
<b>Approved By:</b> Executive Director	<b>Page:</b> 1 of 3

**Policy Statement:**

*Milton Community Resource Centre (MCRC) is committed to providing accessible programs and services for our community, staff, students and volunteers. To this end, MCRC will identify, prevent and remove barriers for all individuals with disabilities in accordance with the Accessibility for Ontarians Disabilities Act, 2005.*

**Definitions:**

The definition of disability complies with that of the Ontario Human Rights Code:

- 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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, wheelchair or other remedial appliance or device.
- A condition of 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.
- Although MCRC is not covered by the Workplace Safety and Insurance Act, we will respect an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Procedures:**

MCRC will ensure all services are provided in a manner that respects the dignity and independence of persons with disabilities and accommodations will be provided to ensure that every member of our community may participate equally in our programs and services. To this end, MCRC will make reasonable efforts to ensure our policies, practices and procedures are consistent with the core principle of independence, dignity, integration and equality of opportunity as defined by the AODA. MCRC encourages open communication with persons with disabilities in order to ensure that its programs and services are accessible.

Without limiting the requirements or expectation for accessibility, specific consideration shall be given to the following:

1. Assistive Devices:

- MCRC welcomes persons with disabilities to use their assistive devices to obtain, use or benefit from our goods and services.
2. Service Animals:
    - MCRC welcomes persons with disabilities who are accompanied by a service animal onto the parts of our premises that are open to the public.
  3. Support Persons:
    - MCRC welcomes persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our 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.
    - In cases where a fee will be charged for admission of a support person, the fee will be communicated and posted accordingly on the program brochure or other public methods.
  4. Temporary Disruptions to Service:
    - MCRC will provide notice in the event of a planned or unexpected disruption in the use of the elevator or other services usually used by people with disabilities to access any programs and services.
    - A notice regarding a temporary disruption will be placed in relevant conspicuous locations on our premises and, when appropriate, shall be placed on MCRC's website.
  5. Training:
    - MCRC will provide training about accessible goods and services to all staff members, students and volunteers that will discuss how to interact with members of the public who wish to obtain, use or benefit from goods and services provided by MCRC.
    - Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Customer Service standard, and information about the following matters:
      - How to interact and communicate with people with various types of disabilities including those who use an assistive device or require the assistance of a service animal or a support person.
      - MCRC's policies, practices and procedures relating to accessibility to our programs and services to persons with disabilities.
  6. Feedback:

In order to ensure we provide our programs and services to fit the needs of our clientele and visitors, we encourage feedback as to how we can improve. Contact information is

identified on MCRC's website in order for a client to submit feedback to the organization.

This includes:

- MCRC's main reception phone numbers: 905-876-1244 ext. 210/238/230
- MCRC's feedback form on our website.

7. Emergency Evacuations:

- MCRC has identified Emergency response procedures that are in place and will be modified to suit the needs of our visitors, clientele and staff that require accommodations. MCRC will collaborate with the person to identify the best possible way we can support them at all times.

**Procedures:**

Management is responsible to:

- Support and promote the policy in their program and throughout the organization.
- Foster open and constructive communication.
- Demonstrate sensitivity to and respect confidentiality of information.
- Participate and co-operate to facilitate workplace accommodations.

Employees are accountable to:

- Participate and cooperate with all parties to facilitate workplace accommodations.
- Provide excellent customer service to all individuals accessing our programs and services.

Human Resources is accountable to:

- Update this policy and procedures as is required.
- Act as a resource for all parties and participants.
- Support and educate all staff in their obligations under the policy.