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<b>Policy:</b> ACCESSIBILITY: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT	<b>Date Approved:</b> November 24, 2017
	<b>Date Reviewed:</b> May 2022
<b>Policy Attachment(s):</b>	
<ul style="list-style-type: none"> <li>■ AODA Customer Service Standards</li> </ul>	

## POLICY

KW Habilitation, in compliance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and corresponding Customer Service Standards, strives to offer services that are barrier free in relation to services, buildings, environment, transportation and Information and communication.

The AODA legislation identifies three types of barriers to providing quality services including;

- Visible barriers (building environment, information/communication, transportation)
- Invisible barriers (attitudes) and
- Systemic barriers (expectations)

KW Habilitation has responded to these types of barriers as follows:

### A. VISIBLE BARRIERS

#### (i) Building/Environment

- All main service properties and program areas where services are provided by KW Habilitation will be physically accessible to people with mobility disabilities. This may include all or part of a building or program area but must provide, at minimum, an accessible entrance and bathroom facilities that are wheelchair accessible. All buildings must comply with municipality fire regulations.
- Access to common program areas or household areas, unless specified for safety reasons, must be accessible to all people participating in the program. For instances, kitchen, dining and living room areas are accessible or alternatives provided.
- Notice of Temporary Disruption of Service Requirements states that the public needs to know when facilities or services provided to people with disabilities are temporarily not available. This is accomplished through public radio announcements and internal communication systems.

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*(ii) Information/Communication*

- Information and communication about services provided must be done in a manner that is understood by the participant and takes into consideration their disability. This involves a complaint processes people can utilize if they are not satisfied with the accessibility standards of KWH.
- Access to communication aids that support people to communicate or understand other's communication must be available and utilized by staff members.
- Interpreters will be investigated to support people when their main language differs from the usual language the service is provided in. This is especially important for any legal or medical information where consent is required.

*(iii) Transportation*

- In services where transportation is provided, all vehicles must be accessible to the participants involved in that service or accommodations made for accessible transportation.

**B. INVISIBLE BARRIERS**

- Attitudes of staff members, managers, and directors who provide services to people with disabilities are monitored through annual performance evaluations.
- The Mission, Vision and Value's statements of KW Habilitation and several key policies and principles address attitudinal cultures within its service procedures. These are mandatory reading for all employees.
- KW Habilitation endorses ongoing staff training for all its employees to maintain best practices in service provision of people with disabilities.

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### C. SYSTEMIC BARRIERS

- Systemic barriers to quality service provision are addressed through KWH employment requirements which require knowledge, competency experience and capacity that is geared towards supporting people with disabilities so that expectations are realistic of the people who are supported.
- Expectations are monitored through internal and external staff training, policies and procedures and the feedback of people using services.

When barriers are identified, it is the responsibility of KW Habilitation to make every effort to minimize the barrier to meet the needs of the people accessing services. This is accomplished through a legislative reporting procedure that requires that "all designated public sector organizations and obligated business or organizations in the private or non-profit sector with twenty (20) or more employees will:

- document in writing all their policies, practices and procedures for providing accessible customer service to people with disabilities;
- document how they are meeting all the requirements of the accessible customer service regulations;
- let customers know that these documents are available upon request; and
- provide this information to a person with a disability in a format that takes into account their disability."

### PROCEEDURES

- 1.0 The designated staff will review with the person supported by the organization and/or their designated advocate(s) their rights with respect to accessible services, information/communication, transportation and building/environment.
- 2.0 Employees, students and volunteers of KW Habilitation will identify any barriers or potential barriers that would impact negatively on the service it provides to people with

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disabilities and document on an Incident Report and forward to their designated Manager.

- 3.0 If a complaint is made the designated staff receiving the complaint will document the identified concern on an Incident Report and forward to their designated Manager.
- 4.0 The designated Manager will investigate and respond to the complaint and will send the result of the action taken to their designated Director.
- 5.0 The designated Director will file a report on-line through Service Ontario's website at [www.ontario.ca/en/services](http://www.ontario.ca/en/services).