

Agnes MacPhail Community Co-operative Homes Inc.

Policy Name:	Accessibility Policy
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Board Approved:	January 8, 2014, November 10, 2016 (re-numbered)
Membership Approved:	January 29, 2014
Effective:	April 1, 2014
References:	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005</i> <i>Customer Service Policy #2</i>

Introduction

Agnes MacPhail Community Co-op is committed to eliminating barriers and improving accessibility for people with disabilities. The Accessibility Standards for Customer Service, Ontario Regulation 429/07 is an accessibility standard created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which came into force on January 1, 2008. The Co-op is required to be compliant with the regulation by January 1, 2012.

It is the policy of the Co-op that people with disabilities achieve accessibility in the provision of services provided by the Co-op and its contractors, consistent with the principles of independence, dignity, integration and equality of opportunity. This policy outlines the Co-op's commitment to provide customer service that is inclusive, barrier free and meets the unique needs of persons with disabilities.

As additional standards identified in the AODA pass into regulation, this Policy will be adjusted to include these new standards.

Definitions

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing services.

The Co-op

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For the purpose of this policy, “the Co-op” is defined as all employees, contractors and volunteers working for, or on behalf of, the Co-op. This policy applies to all employees, volunteers and contractors who interact with the tenants and the public on behalf of the Co-op.

Disability

The definition of the term “disability,” for the purpose of this policy, is as defined in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.

Service Animal

Any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.

Contractor

For the purpose of this policy, a “contractor” is defined as an individual or company that is being paid (contracted) to provide goods or services on the Co-op’s behalf. This policy applies to all contractors who interact with the tenants on behalf of the Co-op.

Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. This person can be a paid support worker, a volunteer, a friend, or a family member.

Procedures and Practice

The Co-op will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The Co-op’s services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of the Co-op’s services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Co-op’s goods and services.
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Co-op’s services.

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Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefitting from the Co-op's goods and services, unless said device may pose a risk to the health and safety of themselves or others, in which case the Co-op may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefitting from services, where such other measures available.

In such cases where an assistive device (for example, an assistive listening device) is required for access to the Co-op's goods, services, or events (such as tenant meetings or the annual meeting) but where the person with a disability requires assistance to obtain said device, the Co-op will take reasonable measures to assist in obtaining access to such devices if notified at least 30 days in advance of such requirements.

Service Animals

The Co-op and contractors/agents providing services on the Co-op's behalf shall accommodate the use of service animals by people with disabilities who are accessing the Co-op's services, unless the animal is otherwise excluded by law. It is the responsibility of the person with a disability to ensure that their service animal is in good health, does not pose a risk to the health and safety of others and is under their care and control at all times.

Support Persons

Where a person with a disability is accompanied by a support person, the Co-op and its contractors shall ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person while on the premises. The support person can be a paid support worker, volunteer, a friend or a family member.

Admission Fees & Conference Registration Fees

If the Association charges an admission fee in connection to a support person's attendance an event or function (such as the Annual Conference or an Association facilitated educational course), the Association shall provide advance notice of the amount, if any, payable by the support person.

Communications

When communicating with a person with a disability, the Co-op and its contractors shall do so in a manner that respects the person's dignity and independence.

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Availability and Format of Documents and Materials

When providing a document to a person with a disability, the Co-op will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Every attempt will be made to provide documents in alternative format within a reasonable time frame.

Service Disruption/Notice of Service Disruption

Temporary disruptions in the Co-op's services and facilities may occur due to reasons that may or may not be within the Co-op's control or knowledge. The Co-op will make reasonable efforts to provide notice of disruptions to tenants.

Feedback

Feedback from the Co-op's members/residents and members of the public is welcome. Feedback about the Co-op's delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be available through the Co-op's email: agnesmacphail2@gmail.com. Please see the Co-op's "Feedback Policy" for more information. Feedback received will be documented, responded to and tracked.

Training

The Co-op will ensure that all employees and volunteers receive appropriate training on customer service requirements in regard to people with disabilities. The format of training will vary based on individual circumstances and records of training will be kept. Please see the Co-op's "Training Policy on Accessibility and Customer Service" for more information.

Third party contractors who deliver goods and services on behalf of the Co-op are also required to ensure that they meet legislative requirements of accessible customer service and that they have read, understood and acknowledged the Co-op's Accessibility Policy.

This policy was approved by the Board of Directors on January 8, 2014 and confirmed by the members on January 29, 2014 effective April 1, 2014. It was re-numbered and approved by the Board of Directors on November 10, 2016.



President

Treasurer



Corporate Secretary