

POLICY STATEMENT:	Accessibility
DATE ORIGINALLY APPROVED:	May 2007
DATE OF REVISION:	February 2024
DATE TO BE REVIEWED:	February 2027
WHERE TO FIND:	SM
POLICY DESIGNATE:	Human Resources

1. Policy Objective

Jewish Family and Child Service (the “Agency”) is committed to providing accessibility for persons with a disability and fulfill its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and *O. Reg. 191/11 Integrated Accessibility Standards (IASR)*.

The Agency is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence and providing an accessible environment ensuring equal access, opportunities and standards of services and goods. It is also committed to removing and preventing accessibility barriers and meeting the accessibility needs of persons with disabilities in a timely manner and all accessibility requirements under Ontario’s accessibility laws.

2. Definitions

- “Disability” is defined under the AODA as follows: 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, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, muteness or speech impediment, hearing impairment or physical reliance on a guide dog or other animal or on a 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, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Employees” is defined as Employees of the Agency and “Employee” refers to any of them. Within this policy, Employees is used to include Others as defined.

“Others” is defined as members of the Board of Directors, members of the Committees of the Board of Directors, clients, volunteers, consultants, interns, students and resource placements including foster parents and kinship parents of the Agency and “Other” refers to any of them.

3. Scope

The policy applies to all Employees and Others.

4. Training

The Agency will provide training to Employees on Ontario's accessibility laws and on accessibility provisions of the *Ontario Human Rights Code* that apply to persons with disabilities. Training will be provided as needed on an ongoing basis as changes to this Policy, the Plan or governmental accessibility requirements occur.

Training will include:

- The purpose of AODA and customer service standard requirements
- Interacting and communicating with people with various types of disabilities
- Interacting with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

5. Providing Services and Goods

The Agency will provide services and goods in the following ways to persons with disabilities:

A. Communication

The Agency will endeavour to communicate with individuals in ways that consider their disabilities. The Agency will train Employees who communicate with clients on how to interact, communicate, and offer assistance to individuals with various types of disabilities.

B. Telephone Services

The Agency will train all Employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication is not suitable to their communication needs, or is not available, the Agency will offer to communicate with clients through email, relay services and written means.

C. Assistive Devices

The Agency will ensure that Employees are trained and familiar with assistive devices that may be used by clients with disabilities while accessing services or goods. It is the responsibility of the person with a Disability to ensure that their assistive device operates in a safe and controlled manner at all times.

D. Use of Service Animals

The Agency will ensure that all Employees dealing with the public are trained to interact with individuals with disabilities who are accompanied by a service animal.

E. Use of Support Persons

Persons with disabilities may be accompanied by a support person. The absence of a support person cannot unreasonably delay the provision of child protective services. Where a support person is accompanying a person with a Disability, consent to disclose information may be required to assist in a confidential discussion.

F. Notice of temporary disruption

The Agency will notify clients in case of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the

reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be visible at all public entrances, on the Agency website and by broadcasting a telephone message.

6. Accessibility Plan (the “Plan”)

The Agency shall maintain and implement a multi-year Accessibility plan or plans (the “Plan”) as required by the AODA and pursuant to the IASR. The Agency shall review and update the Plan at least once every five years.

7. Emergency Response Information and Assistance

The Agency will provide Employees with disabilities with individualized emergency response information and assistance when necessary.

8. Information and Communication

The Agency will consult with persons with disabilities to determine their information and communication needs.

9. Employment

The Agency is committed to fair and accessible employment practices.

10. Design of Public Spaces

The Agency will notify the public about the availability of accessible formats and communication supports.

The Agency will meet the Accessibility Standards for the Design of Public Spaces set out in the IASR when building or making major modifications to public spaces.

11. Publication

This policy, including the statement of commitment, shall be publicly available by posting it on the Agency premises, such as on a bulletin board in a public area, on the Agency’s website or through other methods so that the public is aware it is available. Any person can request a copy of this policy and it can be made available in an accessible format upon request.

12. Feedback Process

Comments on our services regarding how well those expectations are being met are welcome and appreciated. AODA feedback form is available online, by email at info@ifandcs.com, or by mail, fax, telephone at (416) 638-7800 ext. 6214, or in person by arranging an appointment.

13. Modifications to This or Other Policies

All Agency policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

Cross References:

[*Accessibility for Ontarians with Disabilities Act, 2005*](#)
[*O. Reg. 191/11 Integrated Accessibility Standards \(IASR\)*](#)