

FTP-OP 2.10: ACCESSIBILITY STANDARDS

POLICY: Family Transition Place acknowledges and promotes the rights of all persons with disabilities as enshrined in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code and the Ontarians with Disabilities Act. All persons, including those with disabilities, have the right to equal access and opportunity in employment, programs and services at Family Transition Place.

Family Transition Place will provide its programs and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs and services and allowing them to benefit from the same services, in the same place and in a similar way as others.

Family Transition Place will:

- Ensure all of its policies, procedures and practices are in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (Bill 125) and related policies, directives and/or legislation;
- Make physical and technological facilities accessible and safe for all clients and employees, within the limits of physical and financial resources;
- Maintain and create a physical and technological barrier-free facility within the limits of available resources;
- Provide adequate information, awareness and training to employees and volunteers to foster a supportive and inclusive environment and work towards removing any attitudinal barriers;
- Continue to make every reasonable* accommodation for the particular needs of self-identified persons with disabilities, as identified in the Ontario Human Rights Code;
- Ensure that potential employees will be considered for employment where they can achieve, with or without accommodation, the essential requirements of a position.

* "reasonable" is interpreted as those accommodations which do not impose undue hardship on the agency in the form of significant alteration to the fundamental nature of programs, services or a work process that would disadvantage other clients or employees; substantial economic hardship to the agency that would affect its economic viability; the health and safety of other clients or employees and/or safety hazards to other persons or property; or significant disruption of agency operations.

PROCEDURE:

Training

Family Transition Place will provide training to all employees and volunteers on the AODA and Human Rights code as it relates to people with disabilities. Training will be provided during the initial orientation process and at appropriate intervals on an ongoing basis after the commencement of duties or activities.

Guide Dog

A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

“guide dog” means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations. (“chien d’aveugle”) R.S.O. 1990, c. B.7, s. 1 (1).

FTP-OP 2.10: ACCESSIBILITY STANDARDS

Service Animal

A service animal is any animal trained or required to do work or perform tasks for the benefit of a person with a disability. A service animal must be readily identified as one that is being used by the person for reasons related to the person's disability, as a result of visual indicators such as a vest or harness worn by the animal. If the animal is not easily identified as a service animal, the person will be asked to provide a letter from a regulated health professional confirming that they require the animal for reasons relating to the disability.

Service Animals will have access to all areas of the facility at 20 Bredin Parkway. Persons with a disability who are accompanied by a service animal will have access to the premises with the animal and will keep the animal with them at all times.

If a service animal is unruly or disruptive, the person with a disability will be asked to remove the animal from the area. Other reasonable arrangements to provide services will be explored with the assistance of the person with a disability.

Any issues or concerns regarding the presence of a service animal as identified by other clients or employees will be managed in the most appropriate manner.

Support Persons

A Support Person is anyone that the person with a disability identifies as a support person i.e. family member, friend, paid attendant, Personal Support Worker, sighted guide or interpreter. Persons with a disability can be accompanied by a support person when accessing services at Family Transition Place.

Fees will not be charged for a support person who accompanies a client to any program or service i.e. room and board in the emergency shelter

Information and Communication

A variety of appropriate methods, tools and devices will be utilized to communicate effectively with persons with disabilities regarding Family Transition Place's services and programs. Examples will include, but not be limited to: accessible web site; telephone relay; email; social media; large print documents, translation or interpretation services, screen readers, plain language, audio / video, Braille.

Assistive Devices

Persons with a disability will use and keep with them their own personal assistive devices when working for Family Transition Place or accessing programs and services offered by Family Transition Place. Family Transition Place will maintain an inventory of basic assistive devices for clients and employees and will provide additional assistive devices as necessary and reasonable.

Employment

Family Transition place is committed to fair and accessible employment practises. During the recruiting, assessment and hiring process people with disabilities will be accommodated as possible. Individual accommodation and return-to-work plans will be developed and put in place for employees that have been absent due to a disability.

Disruption of Service

In the event of a planned or unexpected disruption in the services or programs, a notification will be: circulated internally; posted on notice boards, at all public entrances and on Family Transition Place's

FTP-OP 2.10: ACCESSIBILITY STANDARDS

website and social media. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Feedback and Complaints

Persons with disabilities will be encouraged to provide feedback regarding the way Family Transition Place provides programs and services. Feedback will be directed to the Directors, Supervisors and / or Executive Director. Individuals can expect a response to their comments within 5 business days. Complaints will be addressed according to Family Transition Place's complaint management procedure.

Policy Development and Amendments

Family Transition Place is committed to developing policies that respect and promote the dignity and independence of people with disabilities. Any policy that does not respect the dignity and independence of people with disabilities will be modified or removed.

REFERENCE MATERIAL

External references:

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) <http://www.ontario.ca/laws/statute/05a11>
Regulated Health Professional http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_91r18_e.htm
Access Forward (training) <http://www.accessforward.ca>
Ontario Human Rights Code www.ohrc.on.ca
Blind Persons' Rights Act, Regulation 58: Guide Dogs <https://www.ontario.ca/laws/regulation/900058>

FORMS USED WITH THESE PROCEDURES:

[FTP-OPF 2.10.1 Service Animal Owner's Responsibilities](#)

Effective Date	Last Review Date	Approved By	Comment
November 2010	May 2022	Leadership Team	Updated per AODA