

CATHOLIC FAMILY SERVICES OF TORONTO

BOARD POLICY

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

POLICY

IT IS THE POLICY OF CATHOLIC FAMILY SERVICES OF TORONTO TO PROVIDE A WELCOMING, ACCESSIBLE AND INCLUSIVE ENVIRONMENT FOR ALL CLIENTS, VISITORS, VOLUNTEERS, STUDENTS AND EMPLOYEES. OUR COMMITMENT EXTENDS TO WELCOMING THOSE WITH DISABILITIES AND TO PROVISION OF SERVICE THAT IS APPROPRIATE, SENSITIVE, RESPECTFUL AND ACCESSIBLE.

STANDARD

CATHOLIC FAMILY SERVICES OF TORONTO WILL PROVIDE AODA TRAINING FOR ALL STAFF, MAINTAIN A PLAN OF ACTION WHICH ADDRESSES SERVICE ACCESS FOR THOSE WITH DISABILITIES, PROVIDE SUITABLE ALTERNATIVE MEANS OF SERVICE ACCESS, ENSURE CLEAR COMMUNICATION WITH THOSE WHO USE OUR SERVICES, AND PERFORM ONGOING REVIEWS OF OUR PLAN OF ACTION.

CATHOLIC FAMILY SERVICES OF TORONTO WILL ENDEAVOUR TO PROVIDE PERSONS WITH DISABILITIES THE EQUAL OPPORTUNITY TO OBTAIN APPROPRIATE SERVICES IN A MANNER THAT RESPECTS THEIR DIGNITY AND INDEPENDENCE.

GUIDELINES AND PROCEDURES

The Agency's *Accessibility for Ontarians with Disabilities Act—Agency Guidelines and Procedures* document outlines the measures and guidelines that address the provision of service to persons with disabilities, including:

- Definitions of disability as per the Ontario Human Rights Code
- Training for employees, volunteers, students and others
- Information regarding client use of assistive devices, support persons and service animals
- Guidelines for serving persons with vision, speech or language, physical, mental health, learning, intellectual or developmental disabilities; or for those who are hard of hearing or deaf
- Communicating notice of temporary disruptions of service
- Client Feedback processes

The Executive Director shall provide an annual report to the Board regarding compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

This policy will be reviewed every four years or more often, if required.

RELATED DOCUMENT

5.5.ii Accessibility for Ontarians with Disabilities Act (AODA) – Agency Guidelines and Procedures

5.5.i Accessibility For Ontarians With Disabilities Act (AODA)
Approved by the Board of Directors - November 16, 2011
Reviewed by the Policy Review and Devt Cmt – February 5, 2014
Approved by the Board of Directors – February 19, 2014
Date of Next Review - 2018