

Policy Title: Accessibility Policy

Policy Number: 28

Policy Author: Policy Team

Approval Date: March 22, 2016

Effective Date: March 22, 2016

Last Review/Revision Date: May 15, 2018

Purpose of this Policy:

To define how we Springvale will meet the needs of those with disabilities at Springvale

Policy Statements

1. Springvale is committed to improving accessibility as required by the Accessibility for Ontarians with Disabilities Act, 2005.
2. Springvale is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
3. Springvale is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information. Springvale will consult with people with disabilities to determine their information and communication needs.
4. Regarding employment, Springvale will;
 - a) Make accommodations available upon request for candidates taking part in all aspects of the selection process.
 - b) Tell applicants during the hiring process when they are selected for an interview that accommodation will be provided.
 - c) Inform a successful applicant of our policies and supports we provide to employees with disabilities.
 - d) Discuss their needs with them and make adjustments to support them if an applicant or successful candidate requests an accommodation.
 - e) Provide customized workplace emergency information to employees who have a disability if needed
- 5) Springvale will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.
- 6) Training will include the following;
 - a) The purpose of the AODA, 2005 and the requirements of the customer service standard.
 - b) How to interact with people with various types of disabilities.
 - c) How to interact with people who use an assistive device or require the assistance of a service animal or a support person.

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- d) What to do if a person with a disability is having difficulty in accessing Springvale's services.
 - e) Springvale's policies, practices and procedures relating to the customer service standard.
- 8) Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.
- 9) Questions and inquiries regarding this policy should be forwarded to the Managing Director of Operations

Definitions:

- None

Related Documents:

- Accessibility for Ontarians with Disabilities Act, 2005