

### **Purpose**

This policy aims to establish the company policy, procedures, and guidelines in accordance with the requirements of *Accessibility for Ontarians with Disabilities Act, 2005*. This policy also aims to ensure that the goods, services, and facilities of C-Care Health Services are accessible to people with disabilities.

### **Statement of Commitment**

C-Care Health Services is committed to providing excellent customer service to all, including people with disabilities. As an organization, we respect and comply with the requirements of *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to ensure that our goods, services, and facilities are accessible to people with disabilities, and that everyone will receive the same high standards of service.

### **Scope**

All clients and stakeholders of C-Care Health Services.

### **Definition**

Accessibility is the availability and ease of use of information, services, facilities, and physical environments which give people with disabilities the equal opportunity to participate, engage, and utilize.

Accessible formats include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Accommodation is the company's efforts and measures to provide accessible information, services, facilities, and physical environment to people with disabilities either through general or individualized support and assistance.

Assistive devices are tools or equipment that people with disabilities use to help them perform tasks, overcome barriers, or increase their independence.

Disability is any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature, and can be evident or not in interaction with a barrier.

Support animals are animals that have been trained to accompany and provide assistance to people with disabilities.

Support persons are individuals who accompany people with disabilities to assist with disability-related needs. Support persons may be family members, friends, or acquired services.

### **Procedure**

#### Individualized Approach

C-Care acknowledges that people with disabilities have individual needs and preferences when acquiring of our goods, services, and using of our facilities. In line with our commitment to inclusivity and diversity, we are adopting an individualized approach in recognizing and respecting the unique needs and preferences of our clients.

#### Information and Communication

We always take into consideration the individual communication needs and preferences of its customers, including people with disabilities. We are committed to communicating and providing information in alternative formats based on individual requests.

#### Assistive Devices

We welcome our clients to use their assistive devices to access our goods, services, and facilities free of additional charges. The company office are designed in a way that is accessible to people with disabilities who may be using assistive devices and mobility aids including but not limited to the office's entrances, exits, and washrooms.

#### Support Persons

We welcome the support persons accompanying people with disabilities. We recognize the important role they take part in assisting people with disabilities with communication, mobility, and in other areas. No charges will be imposed on people with disabilities for the presence of their support persons.

#### Support Animals

We welcome support animals who accompany people with disabilities to assist them with certain tasks and help them maintain their independence. For the safety of others, we may ask for documentation of support animals if we are not able to identify them through visual indicators.

In case of allergies or sensitivities of others to animals, we will make reasonable efforts to address it to balance the needs of all. No charges will be imposed on people with disabilities for the presence of their support animals.

### Notice of Temporary Disruptions

We aim to communicate information on temporary disruptions promptly and effectively to in a way that accommodates the individual communication needs and preferences of our clients. We will make reasonable efforts to provide a clear and timely notice, together with the alternative measures available.

### Training

We train all our employees on the requirements of AODA customer service standards, and any other additional training that would improve their skills and knowledge in terms of assisting and accommodating people with disabilities.

### Feedback Process

We encourage feedback from our clients by proactively reaching out to them and providing alternative ways to give their feedback and suggestions. Feedback mechanisms are flexible to accommodate possible barriers including but not limited to technological and communication barriers. Clients are welcome to provide feedback through phone calls, emails, on pen and paper, and in person.

### **Education and Training**

- Orientation (New Hire)     Active Staff (every 2 years)     Mandatory / Legislative

### **Compliance**

- Yearly review     Audit     Accreditation

### **References**

Accessibility for Ontarians with Disabilities Act, 2005. Ontario.

<https://www.ontario.ca/laws/statute/05a11>