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| SECTION: Agency Manual Communications | SUBJECT: Accessibility Standards | REF: AM-02-025 DATE: December 13, 2011 Reviewed: June 2013 Reviewed: Dec. 2025 |
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POLICY:

Community Living North Halton (CLNH) is committed to providing individuals with accessible services and to remove barriers to accessibility including: structural/physical, systemic, social, communication, environmental, attitudinal, financial, technological, employment, and transportation.

Community Living North Halton endeavours to ensure that its policies, practices, and procedures for the provision of its services are consistent with the principles outlined in the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation 191/11.

As per the AODA, Community Living North Halton identifies and removes barriers and achieves accessibility for people with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

As per the Integrated Accessibility Standards Regulation 191/11 Community Living North Halton has standards for information and communications, employment, transportation, the design of public spaces and customer service.

Community Living North Halton respects the dignity and independence of people with disabilities. All services will be provided in a manner that is respectful of all people.

This policy applies to all Community Living North Halton locations that are accessed by the public. This policy does not apply to the homes or apartments where people live as these are not areas the public will be accessing for service.

PROCEDURE

1. Information and Communication:

- a. Community Living North Halton will communicate in a manner that takes into account the person’s disability.
- b. Communication will be respectful and individualized i.e. in person, by phone, written, or online.
- c. The individual’s use of assistive devices/technology for communication



- d. Requested documents will be in a format that takes into account the person's disability and supports will be provided to ensure the person is able to understand and use the documents.
- e. Community Living North Halton shall ensure that any areas of premises that are not open to the public are marked "Employees Only".
- f. Community Living North Halton will make use of assistive technology devices to support an individual's communication and technological practices.

2. Employment:

Please refer to policies and procedures related to hiring: HR-02-010 Employment and HR-02-040 Hiring

3. Customer Service:

a. Use of Assistive Devices

Community Living North Halton recognizes that some people use assistive devices (such as wheelchairs, mobility aids, hearing aids, etc.) to access services. Community Living North Halton will support people in the use of their assistive devices to obtain or receive services.

b. Service Animals

Community Living North Halton recognizes that some people may require the use of guide dogs or other service animals to access services. People who are accompanied by a guide dog or other service animal will be permitted to enter Community Living North Halton's premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from the premises, Community Living North Halton will provide alternative measures to enable the person to obtain or receive services.

c. Support Persons

Community Living North Halton recognizes that some people rely on support for assistance while accessing services and that these support people may accompany them on Community Living North Halton premises. Also, people will have access to their support person while on the premises. If Community Living North Halton charges an admission fee in connection with a support person's presence at an event or function, advance notice will be given regarding the amount, if any, that is to be paid by the support person.



d. Feedback/Comments/Complaints

Comments or complaints regarding Community Living North Halton's Accessibility Standards for Customer Service can be made to any Director/designate. Complaints and feedback will be addressed by Community Living North Halton in accordance with the Complaints/Feedback Policy, SD-01-045.

e. Disruptions to Service

In the event of a planned or unexpected disruption to Community Living North Halton's facilities or services (e.g., temporary closure of a ramp), Community Living North Halton will provide notice of the disruption to the public including; the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on Community Living North Halton's website and may also be posted on the physical premises by the Supervisor/designate.

4. Training

Community Living North Halton will provide training for its employees, volunteers, and students about the provision of services for people who have a disability. The training will include a review of this policy, the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, as well as the requirements of the Accessibility Standards for Customer Service.

The training for working with specific individuals will also include:

- How to interact and communicate with people who have various types of disabilities, including those who use assistive devices, service animals or support persons.
- How to use any equipment or devices available at Community Living North Halton that may help with the provision of services to people who have a disability; and,
- What to do if a person who has a disability is having difficulty accessing Community Living North Halton's services.

Training will be done on an ongoing basis when changes are made to these policies, practices and procedures. New employees will be trained upon commencement of employment.

5. Design of Public Spaces:

- a. Employees shall inform their Supervisor/designate of any physical barriers, architectural barriers, information/communication barriers, technological barriers or a policy or practice that poses a barrier for people with disabilities
- b. Community Living North Halton shall consider the impact on people with disabilities when planning new initiatives, when purchasing new equipment or technology, or undergoing facility repairs or renovations.
- c. When purchasing or renovating a residential building, ensure accessibility features as appropriate.

Copies of this Policy

Community Living North Halton shall make available copies of this policy, as well as the Complaints' Procedure, on the Agency website or by requesting a copy from the Agency. Community Living North Halton recognizes that people who have a disability use methods other than standard print to access information. Community Living North Halton shall make every effort to provide this policy, or the information contained in the policy, in a format that considers the person's disability.

References:

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards [Integrated Accessibility Standards Regulation 191/11](#)

Associated CLNH Policies:

1. HS-03-120 Service Disruptions
2. SD-01-045 Service Recipient Complaint/Dispute Process
3. HR-02-010 Employment
4. HR-02-040 Hiring