



Accessibility Policy

Purpose:

In accordance with the (AODA) Accessibility for Ontarians with Disabilities Act established in 2005, the Krasman Centre developed this policy in accordance with the regulations of subsection of the AODA, Ontario Regulation 429/07 "Accessibility Standards for Customer Service".

The (AODA) Accessibility for Ontarians with Disabilities Act has developed accessibility standards which mandate that people with disabilities have the right to accessible goods, facilities, services, employment, premises, accommodation, structures and buildings.

Application:

This policy is applicable to all volunteers, employees and agents involved with delivering goods and services on behalf of the Krasman Centre and those who develop Krasman Centre policy in regards to the way services are delivered.

Policy:

The Krasman Centre strives to provide customer service that promotes diversity, dignity, respect, independence, inclusivity and empowerment and assures that all policies, practices, procedures, goods and services are accessible and accommodating to those with disabilities in compliance to the AODA.

Procedures:

The Krasman Centre is committed to providing accessible customer service to people with disabilities; the various areas are stated below.

Communication with Persons with Disabilities

The Krasman Centre will communicate with a person with a disability in a way that recognizes that individual's disability and needs.

Assistive Devices

A visitor and any person accessing the Krasman Centre has the right to use their own assistive device for the purpose of using, accessing and receiving services and/or goods from the Krasman Centre and if a request is made for assistance and/

or accommodations every effort will be made to make the service, program and/or good accessible.

Service Animals

The Krasman Centre is devoted to and welcomes all people with disabilities and their certified and trained therapy, guide or service animal. In the event that their certified and trained therapy, guide or service animal is not permitted by law on the premises alternative arrangements will be made wherever possible to accommodate that person with a disability and their certified and trained therapy, guide or service animal to have access to the Krasman Centre's goods and/or services.

Support Person

The Krasman Centre is devoted to and welcomes all people with disabilities and their support person. A support person will not be refused from the Krasman Centre. In the rare event that an additional fee would be charged for a support person to attend a program or service with the person with a disability, they will be notified prior to the service or program.

Notice of Temporary Disruption

The Krasman Centre will make every effort to notify all persons with disabilities in the event that any temporary service disruption or change in service occurs whether it may be planned or unanticipated. A detailed temporary service disruption notice will be posted physically in a visible place within the affected centre and on the agency's website and/or social media platforms as appropriate. The notice will highlight the reason for the disruption, the duration that it will occur and possible alternative services /programs available.

Training for Staff

The Krasman Centre will provide training to all volunteers, employees and agents involved with delivering goods and services on behalf of the Krasman Centre and those who develop Krasman Centre policy in regards to the way services are delivered. Training will be provided as part of mandatory orientation process, will also be completed annually before March 31st, and will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the accessible equipment available at the Krasman Centre.
- What to do if a person with a disability is having difficulty in accessing Krasman Centre's program, goods and services
- Krasman Centre policies, practices and procedures relating to the customer service standard.

All training will be adapted to meet the needs of those in attendance, their different programs and types of interactions. Also, as changes arise to the AODA regulations and Customer Service Policy additional training will take place.

Feedback Process

The Krasman Centre always welcomes visitors' feedback, comments and/or suggestions about a program, service and/ or good they received and who provided it. A feedback form is available on our website and in our program delivery areas.

Notice of Availability and/or Format of Documents

The Krasman Centre will make every effort to notify a person with a disability that an alternative format of documents is available if required. Notification of such available information requests will be posted.

Modifications to this or other policies

The Krasman Centre is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Krasman Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, inquiries should be directed to:

Susan Dobson, Executive Director

Phone: 905-780-0491

Email: s.dobson@krasmancentre.com