

TYPE OF POLICY: General Clinical**DATE OF APPROVAL: January 1998****AUTHORIZATION: Executive Director****NAME OF FORMER POLICY: N/A****DATE OF LAST REVIEW: March 2018****DATE OF NEXT REVIEW: March 2021****REFERENCE:**

PURPOSE:

Keystone Child, Youth & Family Services is committed to diversity, inclusion and accessibility for persons with disabilities. It is the policy of Keystone that clients and visitors with disabilities achieve accessibility in the provision of services, consistent with the principles of independence, dignity, integration and equality of opportunity, as set out in the regulations of the Accessibility for Ontarians With Disabilities Act, 2005 (AODA). The purpose of this policy is to recognize the agency's obligation to facilitate the implementation of the AODA and, all regulations pursuant to the Act.

SCOPE:

This policy describes how Keystone Child, Youth & Family Services works with its employees as well as how it provides its programs and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

PROCEDURE:**1. Provisions of Programs and Services to Persons with Disabilities**

Keystone Child, Youth & Family Services will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive the same value and quality;
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing programs and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same plane and in a similar manner;
- Taking into account individual needs when providing programs and services; and
- Communicating in a manner that takes into account the client's disability.

2. The Use of Assisted Devices

Persons with disabilities may use their own assistive devices as required when accessing programs or services provided by Keystone. Keystone will ensure that our employees are

trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our programs or services.

3. Guide Dogs, Service Animals and Service Dogs

If a person with a disability is accompanied by a dog or other service animal, Keystone will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or dog is excluded by law from the premises, Keystone will look to other available measures to enable the person with a disability to obtain services from the agency.

4. The Use of Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our locations with his or her support person and the client shall have access to their support person at all times. In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversations where confidential information might be discussed.

5. Notice of Disruptions

Keystone Child, Youth & Family Services will notify persons with disabilities promptly in the event of a planned or unexpected disruption to programs, services or facilities. This notice will be provided in accessible forms and posted in public areas.

6. Client Feedback Process

Feedback on the accessibility of Keystone's programs and services will be accepted through the following channels:

- In person at 1793 3rd Ave West, Owen Sound, ON N4K 6Y2
- By phone at 519-371-4773 or 1-800-567-2384
- By mail, sent to: Human Resources, Accessibility Feedback, 1793 3rd Ave West, Owen Sound, ON N4K 6Y2

Any feedback provided will be kept on file by the Human Resources department.

7. Training

Keystone Child, Youth & Family Services will ensure that all employees, volunteers, students and others who deal with the public will receive accessible customer service training. Accessibility Awareness Training will be provided, as soon as is practical after beginning their employment. Keystone will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practical. Keystone will keep records of the training provided, which will be maintained by Human Resources.

Keystone Child, Youth & Family Services will ensure that everyone involved in developing policies, practices and procedures, and everyone who directs, monitors, evaluates or approves policies on how programs and services are provided, receive accessible customer service training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Keystone's plan related to 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 service animal or support person.
- What to do if a person with a disability is having difficulty in accessing Keystone's programs and services.

Keystone will provide ongoing training in connection with changes to the accessibility operating guidelines, policies, practices and procedures governing the provision of programs and services to people with disabilities.

8. Notice of Availability and Format of Documents

Keystone Child, Youth & Family Services shall notify clients that the documents related to the Customer Services Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting information in a conspicuous place owned and operated by Keystone Child, Youth & Family Service's website and/or any other reasonable method.

Keystone Child, Youth & Family Services is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any Keystone policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. This policy and its related procedures will be reviewed as required in the event of legislative changes or, changes to agency procedures.