



NIAGARA INA GRAFTON GAGE VILLAGE

CORPORATE MANUAL

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1.0 POLICY

- .1 Niagara Ina Grafton Gage Village (NIGGV) is committed to establishing a barrier-free environment and meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).
- .2 Niagara Ina Grafton Gage Village (NIGGV) strives to provide its services in a way that respects the dignity and independence of people with disabilities. NIGGV is also committed to ensuring people with disabilities have the same opportunity to access our good and services as others.
- .3 Niagara Ina Grafton Gage Village (NIGGV) is committed to ensuring its employment and recruitment practices are accessible to meet the needs of employees, job applicants, students and volunteers with disabilities.
- .4 Niagara Ina Grafton Gage Village (NIGGV) shall identify, prevent, and remove barriers to accessibility that might interfere with the ability of the people with disabilities to interact with our staff, or obtain goods and/or services in a timely manner, or use NIGGV facilities,
- .5 Niagara Ina Grafton Gage Village (NIGGV) shall promote accessibility through the development of policies, practices and procedures that consider people with disabilities. To do this, NIGGV shall make reasonable efforts to ensure the policies, practices and procedures address dignity, independence, integration, and equal opportunity.
- .6 The Accessibility Policy (the "Policy") is developed to ensure that Niagara Ina Grafton Gage Village (NIGGV) meets its compliance obligations for accessibility set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) (collectively, "AODA") and in consideration of the related provisions of the Ontario Human Rights Code, the Workplace Safety Insurance Act, 1997 and the Occupational Health and Safety Act.

2.0 PURPOSE

- .1 The purpose shall be to implement the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and Ontario Regulation 429/07 - Accessibility Standards for Customer Service which addresses:
 - a) the provision of goods and services to persons with disabilities;
 - b) the use of assistive devices by persons with disabilities;
 - c) the use of service animals by persons with disabilities;

REVIEWED:

John Mac 15/23

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- d) the use of support persons by persons with disabilities;
- e) notice of temporary disruptions in service and facilities;
- f) employment;
- g) training;
- h) customer feedback regarding the provision of goods and services to persons with disabilities; and
- i) notice of availability and format of documents.

3.0 DEFINITIONS

- .1 AODA: means, the Accessibility for Ontarians with Disability Act, 2005 and its Regulations.
- .2 Disability: is defined according to the Accessibility for Ontarians with Disabilities Act, 2005, as:
 - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - b) a condition of mental impairment or developmental disability;
 - c) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language;
 - d) a mental disorder; or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Work Safety and Insurance Act, 1997.
- .3 Service Animal is defined as either:
 - a) a “guide dog”, as defined in the Blind Persons Rights’ Act, Section 1; or
 - b) a “service animal” for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
 - i) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or,
 - ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- .4 Support Person is defined as:
 - a) another person who accompanies a person with a disability in order to assist him or her with

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communication, mobility, personal care or medical needs or with access to good or services.

- .5 **Barrier** means anything that keeps someone with a disability from participating in all aspects of society. Examples of barriers include:
- a) Physical and architectural barriers: occur in the environment and prevent access for people with disabilities.
 - b) Information or communications barriers: arise when a person with a disability cannot easily receive and/or understand information that is available to others (e.g. publications that are not available in large print, digitally, Braille or other accessible formats);
 - c) technological barriers: occur when technology or the way it is used does not meet the needs of people with disabilities (e.g. a website that does not support screen reading software);
 - d) attitudinal barriers: may result in people with disabilities being treated differently than people without disabilities (e.g. a receptionist who talks to an individual's support person rather than the individual with a disability); or
 - e) systemic barriers in policies, practices and procedures result in people with disabilities being treated differently than others or sometimes excluded altogether.
- .6 **Undue Hardship:** The duty to accommodate obliges the employer to make reasonable efforts to alter the workplace to accommodate an employee's disability related needs thus allowing the employee to properly carry out their work duties. This duty stops short of the employer experiencing "undue hardship". Such undue hardship generally involves excessive interference with a business' operation, or an increased risk to the health and safety of the employee, co-workers or others.
- .7 **Assistive Devices** mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, mobility assistive devices and medical aids (canes, wheelchairs, crutches, or hearing aids).
- .8 **Accessibility** means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

4.0 PROCEDURE AND PRACTICES

- .1 **Provision of Goods and Services to Persons with Disabilities** (See Policy # C-03-07-01)
- a) Goods and services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
 - b) The provision of goods and services to persons with disabilities shall be integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from NIGGV goods or services.
 - c) Persons with disabilities shall be given an opportunity equal to that of persons without disabilities

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to obtain, use, or benefit from NIGGV goods and services.

.2 Assistive Devices

- a) A person with a disability may provide his/her own assistive device for the purpose of obtaining, using, and benefiting from NIGGV goods and services. Exceptions may occur in situations where it is determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, NIGGV may offer a person with a disability other reasonable measure of assistance in obtaining, using, and benefiting from NIGGV goods and services, where NIGGV has such other measures available.

.3 Service Animals

- a) NIGGV is committed to welcoming people with disabilities who are accompanied by a service animal.
- b) NIGGV is committed to ensuring staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) Any person with a disability who is accompanied by a support person shall be allowed to enter all areas of the premises with his/her support person. At no time shall a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises.

.4 Support Persons

- a) A person with a disability may enter premises owned and operated, or operated by NIGGV with a support person and have access to the support person while on the premises.
- b) NIGGV may require a person with a disability to be accompanied by a support person while on NIGGV premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.
- c) If, and where an admission fee is applicable for a person with a disability to obtain, use, or benefit from NIGGV goods and services, a support person assisting the person with a disability may attend at no charge.

.5 Notice of Temporary Disruptions in Service and Facilities

- a) All service areas at NIGGV shall provide customers with appropriate notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities.
- b) NIGGV shall provide notice by posting the information in visible places, on the NIGGV website, and/or by any other method that may be reasonable under the circumstances.
- c) The notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

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.6 Employment

- a) Notice of Accommodation Availability in Recruitment and Selection
 - i) Foster and sustain an inclusive and accessible workplace that allows all employees, students and volunteers to fully participate.
 - ii) Develop policies to promote the recruitment, retention and development of talented employees through equitable and barrier-free practices.
 - iii) Uphold the rights of all employees, students and volunteers to be treated with dignity, respect and equality.
- b) Human Resources & Volunteer Services Department sets out the framework for human resources policies, which encompass the principles of inclusion and accessibility.
- c) Accessible Formats and Communication Supports for Employees. Upon request by an employee with a disability, Niagara Ina Grafton Gage Village shall provide, or arrange for, accessible formats and communication supports for information that is needed to perform their job, and information that is available to other employees.
- d) NIGGV shall ensure that a formalized process is in place for development of documented individual accommodation plans for employees with disabilities.
- e) NIGGV shall prepare individualized emergency response information for employees with disabilities.

.7 Training

- a) NIGGV shall ensure that all employees, volunteers, students, contractors, and others who deal with the public on behalf of NIGGV receive Accessibility Awareness Training.
- b) The amount and format of training given shall be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures, and practices pertaining to the provision of goods and services.
- c) Accessibility Awareness Training shall include the following:
 - i) Review the purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the Accessibility Standards for Customer Services.
 - ii) Instruction of NIGGV policies, procedures, and practices pertaining to the provision of goods and services to persons with disabilities.
 - iii) How to interact and communicate with persons with various types of disabilities.
 - iv) How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal.
- d) Training shall be provided as soon as practicable upon an individual being assigned applicable

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duties and as changes occur to NIGGV policies, procedures, and practices governing the provision of goods and services to persons with disabilities.

- e) NIGGV shall keep records of the training including dates that training is provided and the people to whom it was provided.

.8 Feedback Process

- a) Feedback from the public shall be welcomed as it provides a means to identify necessary changes, and assists with continuous service improvement.
- b) Feedback may be given in person, by telephone, in writing, electronically, or other available formats.
- c) Information about the feedback process shall be available to the public at its facilities, and notice of the process shall be published on the NIGGV website.

.9 Notice of Availability and Format of Documents

- a) Notice of the availability of all documents required by the Accessibility Standards for Customer Service shall be posted on the NIGGV website and available through the NIGGV office.
- b) Communication needs shall be taken into consideration and NIGGV shall endeavour to provide the information in a format that takes into account the person's disability.

4.0 DOCUMENTATION AND REVIEW

- a) A copy of this document shall be kept in electronic form and paper form for employee reference.
- b) A copy of this document shall be available to the public on the NIGGV website as well as available in alternative formats upon request.
- c) Review and amendments of this document shall be the responsibility of the Human Resources Department and CEO.