

Société Alzheimer Society

Human Resources Policy

Policy: Accessibility for Ontarians with Disabilities (AODA)	Number: HR-HSW-08
Effective Date: September 2021 Review: June 2022	Pages: 1 of 2

POLICY:

The Alzheimer Society (the “Society”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

SCOPE:

This policy applies to all employees, volunteers, and visitors to the Society.

PROCEDURE:

Training

The Society is committed to training employees and volunteers on AODA and the accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. All employees and volunteers are required to complete training within the first three months of joining the Society and are required to sign an acknowledgement form to confirm that the training was completed.

Training will include:

- An overview of AODA and the requirements of the Customer Service Standard.
- The Society’s policy related to the Customer Service Standard.
- How to interact and communicate with clients 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 equipment or devices available on-site or otherwise that may help with providing services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Alzheimer Society’s services.
- Staff will also be trained when changes are made to the Society’s AODA Compliance Policy.

Information and Communication

Providing Goods and Services to People with Disabilities

The Society is committed to providing excellence in serving all clients including people with disabilities.

Assistive Devices

The Society will ensure that our staff are trained and familiar with various assistive devices we have on site, or that we provide, and that may be used by customers with disabilities while accessing our goods or services.

Communication

The Society will communicate to clients with disabilities in ways that take into account their disability.

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Service Animals

The Society welcomes clients with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If a service animal is excluded by law from the premises in which the Society is operating, the local Society will ensure that alternate means are available to enable the person with a disability to access Society materials and services.

Support Persons

A client with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In the event that a fee is charged in relation to a support person's attendance at a Society sponsored event, advanced notice of the fee will be provided.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities the Society will notify clients' promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made publicly available at the Society's office.

Feedback Process

Clients who wish to provide feedback on the way the Society provides goods and services to its clients with disabilities are encouraged to speak directly with a staff member or fill in a feedback form.

All feedback, including complaints, will be directed to the most Senior Leader at the Society, or their designate. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications

Any policy, practice or procedure of the Society that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

POLICY REVIEW:

The CEO will review this Policy every 2 years and will present recommended and required revisions to staff Society. If there are legislated changes required, these changes will be made as close as possible to the effective date of the legislative change.