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<b>Policy Number : 0.0</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By:</b>

## **AODA POLICIES AND PROCEDURES MANUAL**

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<b>Title : Policy Statement</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 0.1</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By:</b>

This policy is intended to meet the requirements of Integrated Accessibility Standards (Ontario Regulation 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Ray of Hope is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

We will do this by:

- ❖ Establishing policies, procedures and practices that describe how we serve people with disabilities,
- ❖ Ensuring that all people using our services receive the same value and quality of goods and services,
- ❖ Allowing all people using our services with disabilities to do things in their own way, at their own pace when accessing goods and services as long as this does not present a safety risk,
- ❖ Using \*reasonable effort to ensure our policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity.
- ❖ Communicating with people with disabilities in ways that take into account their disabilities.
- ❖ Complying with documentation standard, including availability and format of documents.

- ❖ Providing accessibility throughout all stages of employment cycle to help create a workplace that is fully accessible and allows Ray of Hope employees to reach their full potential. This includes:
  - Recruitment and Selection
  - Accessible Workplace Information for Employees
  - Performance Management
  - Career Development and Advancement
  - Accommodation Plans
  - Return to Work Protocol

**\*reasonable**, is defined as those accommodations which do not impose undue hardship on Ray of Hope in the form of significant alteration to the fundamental nature of service outcomes; significant alteration to a work process that would disadvantage other employees; substantial economic hardship to Ray of Hope's programs that would affect its economic viability; the health and safety of other clients or employees and/or safety hazards to other persons or property; or significant disruption of Ray of Hope's operations.

<b>Title : Scope</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 0.2</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By:</b>

This policy applies to the provision of goods and services at premises owned and operated by Ray of Hope.

This policy applies to employees and volunteers who deal with the public or other third parties that act on behalf of Ray of Hope, including when the provision of goods and services occurs off the premises of Ray of Hope.

### **Responsibilities:**

#### **❖ Executive Directors:**

- The governance of the policy.
- Support and promote the policy throughout the organization
- Drive the culture to a high level of understanding regarding disability and accommodation

#### **❖ Program Directors / Supervisors**

- Foster open and constructive communication
- Demonstrate sensitivity to and respect confidentiality of information
- Raise awareness to facilitate understanding of the policy
- Participate and co-operating to facilitate workplace accommodation

#### **❖ Employees / Volunteers**

- Participate and co-operate with all parties to facilitate accommodation



<b>Title : Definitions</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 0.3</b>	<b>Date of Review: May 31,2021</b>
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**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that Program Participants bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Disability** – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- ❖ 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- ❖ a condition of mental impairment or a developmental disability;
- ❖ a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- ❖ a mental disorder; or
- ❖ an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Dignity:** The principle of respecting the dignity of a person with a disability means treating them as deserving of high quality and timely service as any other client. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

**Independence:** In some instances, independence means freedom from control or influence of others -- freedom to make one's own choices. In other situations, it may mean the freedom to do things in one's own way. People who may move or speak more slowly or differently must not be denied an opportunity to participate in a program or service because of this. Staff must allow persons with disabilities to take the time they need, without rushing them or taking over a task for them if someone prefers to do it themselves in their own way.

**Integration:** The provision of goods or services to persons with disabilities and others must be integrated to allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other clients. Integration means that policies, programs and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.

**Equal Opportunity:** Equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that persons with disabilities have the same opportunity as others to obtain, use and benefit from the way goods or services are provided. They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience.

**Guide Dog** – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- ❖ It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- ❖ if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Service Dog** – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- ❖ It is readily apparent to an average person that the dog functions as a service dog for a person for reasons relating to their medical disability;
- ❖ or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog for reasons relating to the disability.

**Support Person** – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.



<b>Title : Assistive Devices</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 1.0</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization: Ray of Hope</b>	<b>Reviewed By :</b>

Ray of Hope is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our sites will be able to use their assistive devices within the limits of any applicable health and safety laws or regulations. We will do this by:

- ❖ using reasonable effort to ensure clients, consumers and visitors with disabilities and who use assistive devices are treated with dignity, independence, integration of services and equality of opportunity
- ❖ educating staff about personal assistive devices

<b>Title : Guide Dogs, Service Animals and Service Dogs</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 2.0</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By :</b>

A person using our services with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

**Food Service Areas:**

A person using our services with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

**Exclusion Guidelines:**

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Ray of Hope will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

**Applicable Laws:**

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

**Dog Owners' Liability Act, Ontario:** If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

<b>Title : Use of Support Persons</b>	<b>Date of Issue : December 31, 2012</b>
<b>Policy Number : 3.0</b>	<b>Date of Review: May 31,2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By :</b>

Ray of Hope is committed to allowing full access to our premises to people with disabilities and their support persons. We will do this by:

- ❖ Allowing full access to our premises to people with disabilities and their support persons, unless that area of the organization is not open to the public or other third parties
- ❖ Ensure the person with a disability and his/her support person are able to enter our premises together and that the person with a disability has access to her/her support person at all time while on the organization's premises.
- ❖ When clients access Ray of Hope's services and programs in the company of their support person, it is understood that the client has provided implied consent to the presence of their support person and that the client's support person understands and commits to the confidentiality of the client's personal health information.
- ❖ Educating and training staff, volunteers, students and others dealing with the public about how support persons will be treated.

<b>Title : Notice of Service Disruptions</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 4.0</b>	<b>Date of Review: May 31, 2021</b>
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Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Ray of Hope. In the event of temporary disruptions of facilities or services of Ray of Hope, reasonable efforts will be made to provide advance notice to all people using our services, including any with disabilities. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- ❖ goods or services that are disrupted or unavailable
- ❖ reason for the disruption
- ❖ anticipated duration
- ❖ a description of alternative services or options

Notifications Options:

When disruptions occur Ray of Hope will provide notice by:

- ❖ posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Ray of Hope website;
- ❖ contacting program participants with appointments;
- ❖ verbally notifying program participants when they are making a reservation or appointment; or
- ❖ by any other method that may be reasonable under the circumstances.

<b>Title : Training</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 5.0</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By :</b>

Every person who deals with a member of the public or participates in developing the organization's policies, procedures, and practices governing the provision of services to the public, including organization, will receive training and orientation to the AODA, policies, procedures, and practices governing the provision of goods and services to persons with disabilities. This training will be provided as soon as practicable after he or she is assigned the applicable duties. The training will also be provided on an ongoing basis in connection with any changes to policies, procedures, and practices.

<b>Title: Employment</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number: 6.0</b>	<b>Date of Review: May 31, 2021</b>
<b>Organization : Ray of Hope</b>	<b>Reviewed By:</b>

Ray of Hope is committed to fair and accessible employment practices.

We will do this by:

- ❖ Posting information about the availability of accommodations for applicants with disabilities in its recruitment process. Ray of Hope shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant’s disability.
- ❖ Ensuring prospective employees requiring accommodation will be assessed against the essential duties of the job.
- ❖ Notifying successful applicants about Ray of Hope’s policies for accommodating employees with disabilities as part of their offer of employment.
- ❖ Ensuring individual employee accommodation plans, including a plan to assist an employee with a disability during an emergency, are finalized and agreed to at the time of employment offer.
- ❖ Implementing early and safe return to work strategies with care and commitment to support employee’s well-being and ability to handle the essential responsibilities of the position.
- ❖ Taking into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.
- ❖ Ensuring all procedures and practices comply with the *Accessibility for Ontarians with Disabilities Act* and related Standards, guidelines, directives and/or legislation.

<b>Title : Feedback</b>	<b>Date of Issue: December 31, 2012</b>
<b>Policy Number : 7.0</b>	<b>Date of Review: May 31,2021</b>
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Anyone who wishes to provide feedback concerning the services provided by Ray of Hope can do so;

- ❖ verbally with the person in charge at any of our program sites,
- ❖ by phone with the person in charge at any of our program sites,
- ❖ by e-mail to [info@rayofhope.net](mailto:info@rayofhope.net) and your e-mail will be directed to the appropriate program.

All formal feedback will be acknowledged along with, where appropriate, any information on actions taken based on the result of the feedback.