

1. Statement of Commitment

Manor Park Community Council (MPCC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*, and Ontario's accessibility laws.

MPCC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

MPCC understands that obligations under the *Accessibility for Ontarians with Disabilities Act* and its accessibility standards do not substitute for limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

MPCC is committed to excellence in serving and providing good, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

2. Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train a) all persons who participate in developing the organization's policies and b) all other persons who provide goods or services on behalf of the organization.

Training on accessibility relates to the their specific roles.

Training includes:

- Purpose of *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- 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

- What to do if a person with a disability is have difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect to any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided.

3. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our good, services and facilities.

4. Communication

We communicate with people with disabilities in ways that take into account their disability. This may include: reading written material directly to the individual; large print; text transcripts of audio or visual information; handwritten notes instead of spoken word; information written in plain language or electronic documents formatted to be accessible for use with a screen reader

We will work with the person with disabilities to determine what method of communication works for them.

5. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest or when it helps a person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

Audiologies and Speech-Language Pathologists of Ontario

Chiropractors of Ontario

Nurses of Ontario

Occupational Therapists of Ontario

Optometrists of Ontario

Physicians and Surgeons of Ontario

Physiotherapists of Ontario

Psychologists of Ontario

Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our good, services or facilities: explain why the animal is excluded, and discuss with the customer another way of providing goods, services or facility access.

6. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee is normally charged to a customer for accessing our goods, services or facility, \$0 will be charged to the support person for admission. We will notify customers of this by posting a notice of this in MPCC offices.

In certain cases, the MPCC may require a person with disabilities to be accompanied by a support person for health or safety reason of the person with the disability or others on the premises.

Before making a decision to require a person with disabilities to be accompanied by a support person, we will consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the healthy or safety of the person and others on the premises.

7. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the MPCC will notify customers 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 shall be made public in the following ways: facebook, MP listserve, website, and posted at entry (where practicable and applicable).

8. Feedback Process

MPCC welcomes feedback on how we provide accessible customer service.

Feedback may be provided: in-person to MPCC staff or in writing posted through the mail or email.

All feedback, including complaints will directed to the program Supervisor. Customers can expect to hear back within ten (10) days.

The MPCC ensures that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, if requested.

9. Notice of Availability of Documents

MPCC notifies the public that documents related to accessible customer service are available upon request by posting a notice in the MPCC offices and on the website.

MPCC will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

10. Information and Communications

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner and at a cost that is no more than the regular cost charged of other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the MPCC determines that the information or communications are unconvertible, we shall provide the requestor with an explanation as to why and a summary of the unconvertible information or communications.

The MPCC notifies the public about availability of accessible formats and communication support by facebook, website, document footers and email signature blocks.

The MPCC will meet international recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

11. Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in the selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communications supports specifically for information that is needed to perform the employee's job and information that is generally available to employees in the workplace.

Where needed, we will provide a customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

The MPCC will provide the information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

MPCC will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed, and when general emergency response policies are reviewed.

12. Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence and equal opportunity for people with disabilities will be modified or removed.