Community Living Kingston and District
541 Days Road, Unit 6 (2nd Floor), Kingston, Ontario K7M 3R8
Voice: (613) 546 6613
Fax: (613) 546 0436

Manual: Human Resources	Policy #: HR 2.08
Policy Name: Meeting Accessibility Needs Of Stakeholders	Section: Section 2: General HR
Original Date: February 14, 2018	Revised Date:N/A
Reviewed By: Jeffrey Harrison	Reviewed Date: May 27, 2026
Approved By: Sheri Scott	Approved Date: May 29, 2026

Preamble

- The Accessibility for Ontarians with Disabilities Act sets various standards and deadlines to increase accessibility for citizens.
- This policy is intended to set a foundation for expectations while meeting the needs of the organization's various stakeholders. Community Living Kingston and District (CLKD) is committed to meeting all applicable deadlines and will review this policy on an ongoing basis as required to address future requirements and respond in the event of further legislative changes.

Policy

- CLKD strives at all times to provide all of its goods and services in ways that respect the dignity and independence of people with disabilities. The organization is also committed to providing access to supports and services in ways that take into account peoples' disabilities and specific requirements for the provision of service.
- This policy applies to all people with disabilities whether they are seeking services from our organization, seeking employment with our organization, visiting, employed by, or volunteering with our organization. The agency will comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, AODA, the Ontario Human Rights Code and all other related legislative requirements. It is a requirement that all employees, volunteers and Board Members adhere to the provisions of this policy.

Definitions

Assistive Devices –a technical aide, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Examples include, but are not limited to walkers, canes, wheelchairs, hearing aids or oxygen tanks.

Barrier – as defined in the Accessibility for Ontarians with Disabilities Act is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability – as defined in the Accessibility for Ontarians with Disabilities Act and the Human Rights Code is:

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- 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 coordination, 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 developmental disability
- A learning disability, or a 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;

Guide Dog – as defined in Ontario Regulation 429/07 and section one (1) of the Blind Persons Rights Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons Rights Act.

- **Premises –** all public locations owned and operated by CLKD where people have access, including but not limited to, family members of people supported, volunteers, and employees.

- **Service Animal** – as defined in Ontario Regulation 429/07 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 their disability *or* if the person provides a letter from a physician or nurse that the person requires the animal for reasons relating to the disability.

Support Person – as defined in Ontario Regulation 420/07 in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Individual Accommodation Plan—a document that outlines the restrictions and limitations of an employee that result from a disability, as well as how these restrictions/limitations will be accommodated by the employer. CLKD shall include individualized emergency response information and needs as part of the Individualized Accommodation Plan, consistent with Section 27 of Ontario Regulation 429/07.

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Procedures for Ensuring Accessible Customer Service (in accordance with Ontario Regulation 429/07)

1. CLKD will provide services and communicate with people with disabilities in ways that takes into account their disability. This is inclusive of all buildings and properties owned by CLKD, a person's environment, transportation and communication services as well as attitudinal barriers.

2. Depending upon the need, this may include but is not restricted to use of communication devices and media such as large print, TTY machines, telephone relay services, or email. We are committed to assisting people with disabilities who use personal assistive devices to obtain, use or benefit from our services and services.

3. CLKD welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties except where excluded by law, under the Food Safety and Quality Act.

4. The role of a support person(s) who accompanies a person with a disability is respected and the support person will be included based on the personal preferences and or needs of the person. Fees will not be charged for a support person who is accompanying a person with a disability to any CLKD event or work locations.

5. CLKD will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

6. CLKD will ensure that all new employees (who have not already had such training) receive training on accessible customer service standards, as well as any agency practices and procedures. Existing employees will intermittently receive refresher training. As a part of their regular training, staff also receive training on how to interact with persons with disabilities and CLKD's values that inform these interactions. Training on commonly used assistive devices is also completed. Training will be revised and updated as necessary based on changes in either legislation or CLKD practices.

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7. Feedback regarding the way CLKD provides goods and services to people with disabilities can be made:
   - In person at the main administrative location or the business location where the complaint is about;
   - Verbally by calling 613-546-6613
   - Email to the Executive Director or designate
   - Through periodic satisfaction surveys carried out by the agency
   - In accordance with the provisions of Operations Policy # 3.08 – Complaint Resolution

8. If a complaint is received it will be responded to, in writing, within three business days by the appropriate person and actions will be taken to respond or resolve any issue presented. Information about the complaint process will be posted at all work locations and will be available in plain language.

9. As a general practice, CLKD will communicate with people with disabilities in a way that takes into account their disability. When asked, we will provide information about our organization and services in an accessible format in a timely manner and at a cost that is no more than would be charged to other persons. Should CLKD not be able to provide information in an accessible format, an explanation will be provided to the party making the request.

9. CLKD will conduct an annual Accessibility Plan to identify gaps and areas for improvement. This assessment will be inclusive of all community homes, work locations, information and policies, as well as agency vehicles. The process will include opportunity for people who receive services to provide input and feedback.

10. CLKD does not operate any self-service kiosks. Should it do so in the future, regard for necessary accessibility features will be considered.

11. Job postings will note that accommodation for disability can be arranged by informing a listed contact person.

Procedures for Meeting Accommodation Needs of Employees (in accordance with Ontario Regulation 429/07, sections 27 and 28)

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Guidelines and Responsibilities

CLKD

It is the responsibility of the employer to ensure that every reasonable effort is taken to accommodate employees on an individual basis due to an employee's disability, including:

- Developing an Individual Accommodation Plan in accordance with the documented restrictions/limitations of the employee.
- Requesting that the employee be evaluated by an outside medical agency or physician, at the employer's expense, to assist in determining accommodation.
- Meet with the employee (and, as applicable, requested Union representatives) and relevant supervisors to discuss and develop the plan.
- Provide the Individual Accommodation Plan in a format that considers the accessibility needs of the employee.
- Ensure that all information collected during the development of the plan will remain confidential unless written consent is obtained from the employee. This recognizes, however, that the employee's direct supervisor(s) must be aware of the contents of the Individual Accommodation Plan.
- Review the Individual Accommodation Plan with the employee and their supervisor(s) on an annual basis.
- Monitor and evaluate the Individual Accommodation Plan once implemented.

Employee

- Notify their Manager of the request for an Individual Accommodation Plan.
- Participate in the development of the plan with the Manager(s) and supervisor(s)
- Provide medical documentation of the disability, which specifies the need for accommodation.
- Request, if desired, the presence of a Union representative when developing the Individual Accommodation Plan.
- Participate in the annual review of the Individual Accommodation Plan.

Procedure

1. The employee will report any disability or accommodative need to their Manager(s).
2. An Individual Accommodation Plan will be developed in accordance with the documented restrictions/limitations of the employee
3. A copy of the Individual Accommodation Plan will be provided to each of the parties involved.

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4. The Individual Accommodation Plan will be reviewed on an annual basis. However, a plan will be reviewed more frequently if:
    a. There are changes in the accommodation needs of the employee;
    b. The employee's core job responsibilities change;
    c. Individual emergency response information needs to be updated because of a change to the employee's work location.

Each employee who requests or requires an accommodation for a disability will be considered individually and on a case-by-case basis when determining appropriate and reasonable accommodation measures. In order to ensure that requests are effectively dealt with, there may be some variation in the extent to which each step outlined in the procedure above is applied.

Should an accommodation request be denied, the employee will be provided with written documentation detailing the reasons for the denial. These reasons will also be provided in an alternate format upon request.

Further Reading

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990
- Operations Policy 1.04- *Pets and Service Animals*
- Operations Policy 3.08- *Complaint Resolution*