



POLICY P-GOV-12	ACCESSIBILITY – Providing Goods and Services to People with Disabilities
	October 8, 2017
Date reviewed	November 25, 2019
<p>POLICY STATEMENT</p> <p>St. Joseph’s Motherhouse is committed to complying with both the <i>Ontario Human Rights Code</i> and the Accessibility for Ontarians with Disabilities Act, 2005 (<i>AODA</i>). In keeping with the core value of <i>Excellence</i>, the organization is committed to ensuring the development of an accessible environment that is an evolution of a culture that supports barrier-free access to care, employment, and services to all.</p> <p>OBJECTIVE</p> <p>The objectives of this policy are:</p> <ul style="list-style-type: none"> • To ensure that our facilities are welcoming, accessible and as barrier-free as possible to all those who live, work or visit with us, and • To ensure that the organization meets all legislative requirements related to accessibility. <p>DEFINITION</p> <p>‘<i>Barrier</i>’: <i>Ontario Regulation 429/07 and the Ontarians with Disabilities Act, 2005</i> defines a barrier as: “Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational barrier or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.”</p> <p>‘<i>Disability</i>’: <i>Ontario Regulation 420/07 and the Ontarians with Disabilities Act, 2005</i> (“AODA”) defines a disability,</p> <ul style="list-style-type: none"> • 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 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* (“handicap”).

GUIDING PRINCIPLES

In fulfilling our mission, St. Joseph Motherhouse strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to offering people with disabilities the same opportunity to access our services and to benefit from services and in a similar way as all others.

THE STANDARDS

St. Joseph Motherhouse is committed to excellence in serving all people with disabilities. We will carry out our general requirements in the following five standard areas as identified under AODA – Customer Service; Information and communications; Employment; Transportation; Design of public spaces. (website: <https://www.ontario.ca/laws/regulation/r07429>)

In addition to requirements specific to the standards noted under AODA, we will:

1. ensure appropriate training is available for staff and volunteers;
2. ensure training includes AODA and Understanding the AODA and Ontario Human Rights Code; and
2. develop and update our accessibility plan every five years

LINK:

Administrative procedure ADM-GOV-12

Forms: Confirmation of ACCESSIBILITY Training (in support of Policy G-Gov-12)

The Code and the AODA eLearning series: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>