



Community Living Association for South Simcoe

1.1.5 PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Date: January 2016

Approved By: *Vito Facciolo*

POLICY

CLASS is committed to excellence in serving all stakeholders with disabilities. In providing services CLASS will be guided by the principles of independence, dignity, integration and equal opportunity.

PROCEDURE

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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.

Support persons

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

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, CLASS will notify stakeholders 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 placed at all community participation program sites.

Training for staff

CLASS will provide training to staff, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: Administration and Finance. This training will be provided to staff during Orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- CLASS's Providing Goods and Services to People with Disabilities policy
- 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
- How to use the Audio links, PEC symbols or directions as to whom they can access with expertise in augmentative communication
- What to do if a person with a disability is having difficulty accessing CLASS's goods and services

Staff will also be trained when accessibility-related changes are made.

Feedback process

CLASS will welcome any feedback that will assist in our aim to identify and remove any prevent barriers to persons with disabilities.

Stakeholders who wish to provide feedback on the way CLASS provides goods and services to people with disabilities can use the e-mail link on the website, verbally, or in writing to the Human Resource Services office. All identified feedback will be responded to within 24 hours in accordance with our organization's regular complaint management procedures.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Upon request, CLASS will provide, or will arrange for the provision of accessible formats, communication supports and employment standards for persons with disabilities. CLASS will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

CLASS will consult with the person making the request in determining the suitability of an accessible format or communication support. CLASS will also notify the public about the availability of accessible formats and communication supports.

EMPLOYMENT STANDARDS

Workplace Emergency Response Information

CLASS will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if CLASS is aware of the need for accommodation due to the employee's disability. CLASS will provide this information as soon as practicable after becoming aware of the need for accommodation.

Recruitment, Assessment or Selection Processes

CLASS will notify its employees and the public about the availability of accommodation for applicants in its recruitment process. CLASS will notify job applicants, where they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, CLASS will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, CLASS will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

CLASS will inform its employees of policies (and any changes to those policies) used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees during the orientation process.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, CLASS will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job and information that is general available to other employees.

In determining the suitability of an accessible format or communication support, CLASS will consult with the employee making the request.

Documented Individual Accommodation Plans

Upon hire, then annually, CLASS will notify employees about Individual Accommodation Plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

CLASS has developed Accommodation and modified work policies for its employees who require disability-related accommodations in order to return to work.

Performance Management, Career Development and Advancement & Redeployment

CLASS will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Related Documents and Resources

- Pre-Orientation package
- Human Resources Orientation
- CLASS website

- Throughout all correspondences pertaining to our recruitment, selection and transfer processes