



Wawel Villa Operations Manual

POLICIES AND PROCEDURES-OTHER

POLICY A-60 (D4-159)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

POLICY

Wawel Villa is committed to improving accessibility for persons with disabilities to afford equal opportunities and provision of integrated programs and services where possible, in a manner that respects dignity and independence.

PURPOSE

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related Customer Service Standard introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of services. The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.

PROCEDURE

Wawel Villa shall accommodate persons that require the use of assistive devices, a service animal and/or a support person to access goods and services in accordance with applicable legislation, policies and procedures.

In particular, regarding procedures, policies and notices for residents who require assistance we employ the services of a Resident Counsellor. The Resident Counsellor is also responsible for new Resident Orientation.

Wawel Villa recognizes that many of our residents and their visitors speak Polish and may need assistance understanding English documents or instructions. We employ people who are bilingual in Polish and English and a resident or visitor is able to request translation or explanation in Polish.

Assistive Devices

Wawel Villa will accommodate the use of assistive devices by individuals when accessing services, unless otherwise prohibited due to health and safety or privacy issues.

Service Animals

Wawel Villa will accommodate the accompaniment of service animals in areas that are open to the public, unless prohibited by law.

Support Persons

Wawel Villa will accommodate the need for a support person to support and assist an individual with a disability when accessing services.



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Service Disruption Notification

Wawel Villa shall provide notice of any anticipated disruption of service. In the event of an unexpected disruption, notice shall be provided by such method as is reasonable under the circumstance.

Training

Wawel Villa shall provide training to all staff and volunteers who interact with the public. Training shall be proportional to the level of public contact and shall include:

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard, Ontario Regulation 429/07

- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device, require assistance, or have a support person.
- Training shall be provided on an as-needed basis. Training shall be provided in a timely manner to ensure compliance with legislation.

Feedback

Feedback about this policy or procedure shall be received in any form: in person, in writing, by email (enquiries@wawel.org). It shall be reviewed by the appropriate member of our team.

[Ref. FORM C]



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CUSTOMER SERVICE STANDARD – FACT SHEET

(For inclusion in the Residency Agreement and posting within the Residence)

Our residence is in compliance with the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07. All providers that are covered by the Customer Service Standard must comply with 11 requirements;

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that the policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the Customer Service Standard.
10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.