

**Central Toronto Youth Services**  
**Policy and Procedures:**  
**Human Rights, Diversity & Non-Discrimination**

<b>Subject:</b> Accessibility for Ontarians with a Disability	<b>Policy #</b> A4-3	<b>Page</b> 1 of 2
<b>Action Taken:</b>	<b>Cross Reference:</b> Accessibility for Ontarians with Disabilities Act, 2005	
<b>Date Approved</b> July 30, 2014	<b>Approved by:</b> Senior Mgmt	

**POLICY:**

Central Toronto Youth Services is committed to providing persons with disabilities with equal opportunities and standards in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. These services will be provided in a manner that respects dignity, independence, integration and equal opportunity. Persons with disabilities will benefit from the same services, in the same place and in a similar way as other persons.

This policy applies to all employees, volunteers including Board Members and every other person or organization that interacts with public on behalf of Central Toronto Youth Services.

**DEFINITIONS:**

The definition of “disability” under the AODA is as follows:

- a) 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, muteness or speech impediment, hearing impairment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

## **PROCEDURES:**

### Communication:

When communicating with a person with a disability, CTYS employees and volunteers will communicate in a manner that takes into account the person's disability and takes reasonable efforts to ensure that the person with a disability understands the content of its communications.

Reasonable efforts shall be made to ensure that communication in all formats (eg verbal, written or electronic) are presented in a manner that is accessible. Special requests regarding communication formats shall not be unreasonably declined.

### Assistive Devices:

Persons with disabilities may use their own personal assistive devices while accessing or using CTYS programs or services. Possible barriers to the use of assistive devices will be removed where possible.

### Service Animals:

Service animals are permitted to accompany any person with a disability while accessing or using CTYS programs or services, except where animals are excluded by law.

Where an animal is excluded by law from the premises, or may affect the health and safety of other persons, CTYS will ensure that other measures are available to enable the person with a disability to access CTYS services.

### Support Persons:

Any person with a disability who is accompanied by a support person will be allowed to enter CTYS premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

When addressing a person with a disability who is accompanied by a support person, employees and volunteers will communicate directly with the person with the disability. If confidential/personal information is being exchanged and the person with a disability requests to discuss the information in private, the request will be accommodated and the support person asked to wait in another area.

### Notice of Temporary Disruption:

CTYS will provide individuals 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.

### Training:

CTYS will provide AODA customer service training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of service policies, practices and procedures.

The training will include:

- a) The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards
- b) How to interact and communicate with people with various types of disabilities
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- d) How to use the assistive devices available on the premises that may assist persons with disabilities
- e) What to do if a person with a disability is having difficulty accessing CTYS programs and services
- f) CTYS policies, practices and procedures relating to the customer service standard

Training will be provided on an ongoing basis and when changes are made to policies, practices and procedures.

### Feedback:

Feedback regarding the way CTYS provides its services to people with disabilities is welcome and appreciated and may be made in person, by telephone, in writing, by email, online, or any other method.

If a person requests a response to the feedback, the Executive Director or delegate will contact him or her within three (3) business days of receipt to discuss the next steps.

Feedback will be used to improve the way CTYS provides services to people with disabilities. CTYS will seek the consent of the person giving the feedback before bringing a suggestion or complaint to the Board.

Feedback should be directed to:

**Manager, Business Operations**

**CTYS**

**65 Wellesley St. East**

**Toronto, Ontario**

**M4Y 1G7**

**Tel. 416-924-2100**

**Fax 416-924-2930**

**Email: [mail@ctys.org](mailto:mail@ctys.org)**