

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 1 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
Approver(s): Mary Barber	Version 2	Revised Date: 2021-02-10

## **Accessibility for Ontarians Disabilities Act (AODA) Policy**

**Policy:**

Jarlette Health Services is committed to providing its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same goods and services, in the same place and in a similar manner as others.

**Purpose:**

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to meet the current legislative requirements which apply to the provision of goods and services, and access to those goods and services for persons with disabilities. This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from our goods and services.

**Scope:**

This policy applies to all staff (employees, volunteers and other third parties contracted service providers)

**General Provisions:**

This section covers the general requirements of the Integrated Accessibility Standards Regulation.

**Procuring or Acquiring Goods, Services or Facilities:**

Jarlette Health Services will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so, in which case, if requested we will provide an explanation.

**Training:**

Jarlette Health Services will ensure that training is provided to all employees, volunteers and third party service providers on the requirement of the accessibility standards referred to in the regulation and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as practical.

Training includes the following:

- The purposes of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- How to interact and communicate with people with various types of disabilities

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 2 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
Approver(s): Mary Barber	Version 2	Revised Date: 2021-02-10

- 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 equipment or devices available that may help with the provision of services to persons with disabilities.
- What to do if a person with a disability is having difficulty accessing goods and services
- Jarlette Health Services policies , practices and procedures relating to the AODA standards.

The training will be appropriate to the duties of the employees, volunteers and other persons.

If any changes are made to this policy or the requirements, training will be provided. Evidence of training provided will be maintained.

**Modifications to this policy:**

We are committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

**Questions about this policy:**

The purpose of this policy is to provide a framework through which Jarlette Health Services can Make and Outstanding Difference in the Lives of Others, including those with disabilities. To break down barriers and increase accessibility for persons with disabilities in the areas of information, communication and employment.

If anyone has questions about this policy, or if the purpose of a policy is not understood, please contact:

Director of Human Resources  
711 Yonge St.  
Midland, Ontario  
L4R2E1  
705-549-4889

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 3 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
Approver(s): Mary Barber	Version 2	Revised Date: 2021-02-10

## **Customer Service Standard**

Jarlette Health Services is committed to excellence in serving others, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

**Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with others on how to interact and communicate with people with various types of disabilities.

**Telephone Services:** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with persons by email, TTY, and other services which may become available if telephone communication is not suitable to their communication needs or is not available.

**Assistive devices:** We are committed to servicing people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services. We will ensure that our staff are trained in the use of the various assistive devices provided by Jarlette Health Services, for individuals with disabilities while accessing our facilities or services.

**Billing:** We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email.

We will answer any questions persons may have about the content of the invoice in person, by telephone or email.

### **Use of Service Animals and Support Persons:**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to residents, staff, volunteers and other third parties. We will also ensure that all staff, volunteers and other dealing with residents, staff, volunteers and other third parties are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Jarlette Health Services premises with their support person. At no time will a person with

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 4 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
Approver(s): Mary Barber	Version 2	Revised Date: 2021-02-10

a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

**Notice of Temporary Disruption:**

Jarlette Health Services will provide persons with notice in the event of a planned or unexpected disruption on the premises or in services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances on our premises.

**Feedback process:**

The ultimate goal of Jarlette Health Services is To Make and Outstanding Difference in the Lives of Others. Comments on our goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Jarlette Health Services provides goods and services to people with disabilities can be made by letter, email or verbally. All feedback will be directed to the location Administrator/General Manager or Divisional Director as appropriate.

**Integrated Accessibility Standards**

Jarlette Health Services will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Jarlette Health Services will provide a copy of the Accessibility Plan in an accessible format.

Jarlette Health Services is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This policy will be implemented in accordance with the time frames established by the Regulation.

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 5 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
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## **Information and Communication Standards**

### **Feedback:**

Jarlette Health Services will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### **Accessible Formats and Communications' Supports:**

Upon request Jarlette Health Services will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Jarlette Health Services will consult with the person making the request in determining the suitability of an accessible format or communication support.

Jarlette Health Services will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content:**

Jarlette Health Services will ensure that our internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AS except where this is impracticable.

## **Employment Standards**

### **Recruitment:**

Jarlette Health Services will notify its employees and public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process:**

Jarlette Health Services will notify job applicants, when 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, Jarlette Health Services will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.

### **Notice to Successful Applicants:**

When making offers of employment Jarlette Health Services will notify the successful applicant of its policies for accommodating employees with disabilities, upon request.

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 6 of 7
Manual: Human Resources	Section: General	
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**Informing Employees of Supports:**

Jarlette Health Services will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including 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 as soon as practicable after commencing employment.

**Accessible Formats and Communication Supports for Employees:**

Upon the request of an employee with a disability, Jarlette health Services 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 their job, and information that is generally available to other employees.

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

**Workplace Emergency Response Information:**

Jarlette Health Services 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 Jarlette Health Services is aware of the need for accommodation due to the employee's disability. Jarlette Health Services will provide this information as soon as practical after becoming aware of the need to accommodation.

Where the employee requires assistance, Jarlette Health Services will, with the consent of the employee, provide the workplace emergency response information to the person designated by Jarlette Health Services to provide assistance to the employee.

Jarlette Health Services will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed.

**Documented Individual Accommodation Plans:**

Jarlette Health Services will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications 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 and other accommodation that is to be provided.

**Jarlette Health Services  
Organization Wide**

Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy		Page 7 of 7
Manual: Human Resources	Section: General	
Owner: Mary Barber		Effective Date: 2013-09-16
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**Return to Work Process:**

Jarlette Health Services maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work.

The return to work process outlines the steps Jarlette health Services will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the Workplace Safety Insurance Act, 1997)

**Performance Management, Career Development and advancement & Redeployment:**

Jarlette Health Services 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.

**Transportation Standard**

The transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children in strollers. The Transportation Standard does not apply to Jarlette Health Services as an organization.

**Public Spaces**

Jarlette Health Services shall incorporate accessibility into public spaces that are newly constructed or redeveloped on and after January 1, 2017. Jarlette health Services does not have any public spaces and it is unlikely that we will develop public spaces. If we should we will ensure that we follow the existing requirements stated under the Design of Public Spaces Standards (accessibility Standards for the Built Environment) for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior path of travel, accessible parking, and service related elements. We shall provide maintenance and restoration of public spaces, where applicable, by ensuring our multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.