



## L'Arche Ontario Policy

Policy Type: Service Delivery

Policy Number: SD-F13

Policy Area: Daily Living - F

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Policy Title: AODA Service Standards

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### Policy

L'Arche is committed to ensuring equal access and participation for people with disabilities in accordance with the Integrated Accessibility Standards Regulations (IASR) 2016, of the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The regulations include the areas of Customer Service, Information & Communication, Employment, and Design of Public Spaces, as well as meeting our obligations under the Ontario Human Rights Code respecting non-discrimination.

We strive to ensure that all locations owned or operated by L'Arche provide barrier free supports and services, information, employment and physical environments. To that end, the following action are undertaken:

- Provide AODA training to all employees and volunteers, highlighting standards for accessible support and services.
- Provide accessible information to all, regardless of specific communication skills.
- Offer a feedback mechanism (in various formats) to anyone living, working or visiting a site owned or operated by L'Arche, to ensure individuals have an opportunity to identify any barriers to accessibility they may encounter.
- Inform current and potential employees with disabilities of policies and practices that address accessibility needs.
- Ensure public spaces are accessible, with appropriate signage.
- Post the Statement of Commitment to Accessibility in the main office, all public buildings, and on the community website.
- Develop an Accessibility Plan, updated at least every five years, that outlines the steps to be taken to remove barriers to accessibility. The plan will be made available on the community website.

### Training

L'Arche will provide training for all employees and volunteers, which includes;

- Review of all L'Arche related AODA policies,
- The purpose and objectives of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Integrated Accessibility Standards Regulation.
- How to interact and communicate with people with various types of disabilities
- How to interact with individuals who use assistive devices or require the assistance of a support person or service animal.
- How to use equipment or devices that may help in providing services and supports to individuals with a disability.

Documentation of the completion of the training will be kept in personnel files. Training will be refreshed as regulations are revised.

### **Communication Supports**

- All communication, whether in person, by phone, written or by email, will be respectful and preserve the individual's independence and dignity.
- The unique communication supports of individuals with an intellectual disability supported by L'Arche will be outlined in the Individual Support Plan (ISP);
- For individuals from outside of L'Arche wishing to interact with the community but requiring alternative communication formats, accommodations will be offered as promptly as feasible;
- L'Arche will provide this policy, the Statement of Commitment to Accessibility, and the Accessibility Plan on the community website. Alternative accessible formats will be provided upon request.

### **Accessibility Supports and Disruptions**

- All accessibility features in public areas (automatic doors, elevators, accessible washrooms) will have visible signage.
- Individual with disabilities may use their personal assistive devices.
- L'Arche will ensure that individuals from outside of the community who require a Support Person to accompany him/her in order to access services in L'Arche or participate in community life, will not be prevented from having access to the support person.
- For policy details on Service Animals see SD-F8 and HR-C5.
- Any mechanical accessibility supports (e.g. elevators or automatic doors) will be properly maintained and fully operational;
- When any mechanical accessibility supports (e.g. elevators or automatic doors) is temporarily unavailable, the Homes Coordinator or designate will post a notice of such at the entrance to the site, indicating the duration of the disruption and an alternative option if available.

### **Employment**

Details of adherence to the AODA/IASR standards for employment can be found in *L'Arche Policy HR-A4 AODA Service Standards*.

### **Public Spaces**

- New or redeveloped public spaces will conform to the AODA guidelines, including signage, parking, reception areas, and entrances/exits.