

CHAPTER SIX: PROGRAM FOR CHILDREN

Program for Children	Accessibility for Ontarians with Disabilities
Revised January 5, 2017	Policy Number: 6.11C (replaces policy 1.61)

Purpose

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with disability.

The accessibility Standards for Customer Service (the “Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at NHCS are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote the underlying core principals of the Act, described below.

This Policy outlines the responsibilities of all employees, volunteers and agents who deal with the public or other third parties on behalf of NHCS in providing goods and services to people with disabilities, in compliance with the Act.

Definitions

Assistive Device- Any device used to assist a person in performing a particular task or tasks to aid that person in activities of daily living.

Disability means,

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 forgoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hear impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

A condition of mental impairment or a developmental disability,

A learning disability, or a dysfunction in one or more of the process involved in

understanding or using symbols or spoken language,

A mental disorder. Or

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Service Animal-

An animal is a service animal for a person with a disability,

If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person-

A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

Core Principles of the Policy

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four principles:

Dignity-

Persons with a disability must be treated as valued customers as deserving of service as any other customer.

Equality of Opportunity-

Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

Integration-

Whenever possible, persons with a disability should benefit from our goods and services in the same or similar place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.

Independence-

Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Our Commitment

NHCS is committed to excellence in serving all customers including people with disabilities. We strive at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same or similar place and in a similar way as other customers. In order to ensure accountability we have made this Policy part of our regular compliance and reporting process and subject to regular review.

This commitment is demonstrated in the areas of:

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

Documents- We are committed to providing accessible invoices and other documents to all of our customers. Such documents will be provided in alternative format upon request in a format that takes the person's disability into account. We will answer any questions customers may have about the content of the invoice in person, by telephone or email. We are committed to ensuring that our internet website and web content conforms to the requirements as outlined in the Integrated Accessible Standard.

Assistive devices- Persons with disability are permitted, where possible to use their own Assistive Device when on our premises for the purpose of obtaining, using or benefiting from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Use of service animals and support persons- We welcome people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and other third parties except as may be prohibited by other laws. We will also ensure that all staff, volunteers and agents dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person.

Procedure

Training for staff:

NHCS provides training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

Training will include the following:

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Standard;

A review of this 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 support person;

How to use various assistive devices;

What to do if a person with a disability is having difficulty in accessing NHCS's goods and services;

NHCS's practices and procedures relating to the Standard

Training will be provided as soon as practicable after a person is assigned to applicable duties and on an ongoing basis when changes are made to these policies, practices and procedures. Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.