

# FIFE HOUSE POLICIES, STANDARDS AND GUIDELINES – ALL PROGRAMS

## ORGANIZATIONAL – Accessibility Standards

**Section: 17:05**

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**Subject: Accessibility Standards for Service to the Public Policy**

**Date: May 2011**

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### **Accessibility Standards for Service to the Public Policy Statement:**

The following policy, practices and procedures have been established by Fife House to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 “Accessibility Standards for Customer Service”.

### **Introduction**

Fife House shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

*Dignity and Independence* – The programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities. We will always be willing to assist a person with a disability but will not do so without the express permission of the person.

*Integration* – The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from goods and services.

*Equality of Opportunity* – Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from goods or services.

### **1. Our commitment**

In fulfilling our mission, Fife House strives at all times to ensure that our policies, practices and procedures are consistent with the principles outlined in the Accessibility Standards for Customer Service, specifically:

- Our programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities
- Persons with disabilities must be given the same opportunity provided to other members of the public to access our programs and services

Persons with disabilities are encouraged to contact us to identify and discuss whether the provision of our programs and services could be provided in ways that would better take into account their disability. Please see section eight of this policy for more details on the feedback process.

## **2. Communication**

We will communicate with persons with disabilities in ways that take into account their disability.

We will communicate with members of the public in person, in writing, by electronic mail, telephone, and through relay services.

We will strive to communicate with the public over the telephone in clear and plain language and to speak clearly and slowly.

We will train staff and volunteers who communicate with the public on how to interact and communicate with persons with various types of disabilities.

## **3. Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to access our programs and services.

We will ensure our staff and appropriate volunteers are familiar with various assistive devices that may be used by persons with disabilities while accessing our programs and services.

## **4. Use of service animals**

We recognize that some individuals with disabilities may require the use of service animals in order to access our programs and services. We welcome persons with disabilities who are accompanied by a service animal to all parts of our premises and to keep the animal with them.

We will also ensure that all staff and volunteers dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

## **5. Use of support persons**

We recognize that some individuals with disabilities rely on support persons for assistance while accessing our programs and services. A person with a disability and their support person will be allowed to enter our premises. They will not be prevented from having access to each other while on the premises.

Support persons accompanying or assisting individuals with disabilities may be required to abide by our conflict of interest and confidentiality policies.

## **6. Notice of temporary disruption**

Fife House will provide the public with notice in the event of a planned or unexpected disruption to residential programming or services usually accessed by persons 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. The notice of the disruption will normally be posted at all public entrances to our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone messages and on our web-site.

## **7. Training for staff and volunteers**

Fife House will provide training to its staff and appropriate volunteers who deal with the public, and all those who are involved in the development and approvals of public service policies, practices and procedures, about the provision of services to persons with disabilities.

Staff and volunteers will be trained on an ongoing basis when changes are made to these policies, practices and procedures. New staff will be trained as part of their orientation upon employment.

Training will include the following:

- A review of this policy and any other practices and procedures relating to the Accessibility Standards for Customer Service
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Accessibility Standards for Customer Service
- How to interact and communicate with people with various types of disabilities, including those who use assistive devices, service animals or support persons
- How to use any equipment or devices available on our premises, or otherwise, that may assist with the provision of programs or services to persons with disabilities
- What to do if a person with a disability is having difficulty in accessing Fife House programs and services

Fife House will keep a record of the training it provides.

## **8. Feedback process**

The ultimate goal of this policy is to meet program and service expectations while serving persons with disabilities. Comments on our programs and services regarding how well those expectations are being met are welcome and appreciated.

Fife House will let the public know what methods are available for giving feedback. If a method is not suitable, individuals may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve access to our programs and services.

Feedback received will be directed to the Fife House Director of Community Programs c/o 490 Sherbourne Street, 2<sup>nd</sup> Floor, Toronto, ON M4X 1K9, and will be addressed in accordance with our normal complaints administration procedures and timelines. Where possible, complaints will be addressed immediately. However, some complaints may require more time to address, and must be reviewed for action, possibly at a higher level.

Feedback responses will endeavour to be in a format that is accessible to the complainant.

## **9. Modifications to this or other policies**

We are committed to ensuring that our public service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of Fife House affecting service to the public that does not respect and promote the dignity and independence, integration and equal opportunity of persons with disabilities will be modified or removed.

## **11. Questions about this policy**

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, please contact:  
Fife House Foundation  
490 Sherbourne Street, 2<sup>nd</sup> Floor  
Toronto, ON M4X 1K9  
Telephone: 416-205-9888  
[info@fifehouse.org](mailto:info@fifehouse.org)

## **12. Related Information**

[www.AccessON.ca/compliance](http://www.AccessON.ca/compliance)

Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07

# Appendix 1

## Accessibility for Ontarians with Disabilities Act Alternative Format Request Form

Date: \_\_\_\_\_ Received By: \_\_\_\_\_

### Personal Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Document Needed: \_\_\_\_\_

### Format Needed:

Large Font \_\_\_\_\_ Size of font required \_\_\_\_\_

Colour Contrast \_\_\_\_\_ Required contrast \_\_\_\_\_

Audio \_\_\_\_\_

ASL Interpreter \_\_\_\_\_

Braille \_\_\_\_\_

Other \_\_\_\_\_ Please specify \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The personal information that you have provided to us to enable us to respond to your inquiry for information in an alternative format will be used by staff for that purpose only. You will not be placed on any mailing list, nor will your information be released to any third party, except as authorized by law. The authority for obtaining this information from you complies with the Ontario Regulation 429/07 – Accessibility Standards for Customer Service of the Accessibility for Ontarians with Disabilities Act, S.O. 2005, Chapter 1. Questions about this collection should be directed to the Fife House Director of Community Programs, c/o 490 Sherbourne Street, 2<sup>nd</sup> Floor, Toronto, ON M4X 1K9, Tel: 416-205-9888.

## Appendix 2

### Accessibility for Ontarians with Disabilities

#### Feedback Form

Fife House has established a process for receiving and responding to feedback about the manner in which it provides goods, services and programming to **persons with disabilities**. Feedback may be provided in person, by telephone, in writing or by delivering an electronic text by email or on diskette to a staff member at the following locations:

Head Office 490 Sherbourne Street, 2 <sup>nd</sup> Floor Toronto, ON M4X 1K9 Telephone: 416-205-9888 <a href="mailto:info@fifehouse.org">info@fifehouse.org</a>	Staff Office 70 Denison Ave Toronto, ON M5T 2M8	Staff Office 330 Jarvis Street Toronto, ON M4Y 3A3
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This form is intended to provide a consistent format for receiving feedback information, but is not meant to be the exclusive format for receiving feedback.

Feedback \_\_\_\_\_ Complaint \_\_\_\_\_ (please select one)

Date: \_\_\_\_\_ Format Received: \_\_\_\_\_

**Personal Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Filled out by Staff? Yes \_\_\_\_\_ No \_\_\_\_\_ Staff Person: \_\_\_\_\_

**Subject:** \_\_\_\_\_

**Description:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The personal information that you have provided to us to enable us to respond to your inquiry for information in an alternative format will be used by staff for that purpose only. You will not be placed on any mailing list, nor will your information be released to any third party, except as authorized by law. The authority for obtaining this information from you complies with the Ontario Regulation 429/07 – Accessibility Standards for Customer Service of the Accessibility for Ontarians with Disabilities Act, S.O. 2005, Chapter 1. Questions about this collection should be directed to the Fife House Director of Community Programs, c/o 490 Sherbourne Street, 2<sup>nd</sup> Floor, Toronto, ON M4X 1K9, Tel: 416-205-9888.