

## STATEMENT of POLICY and PROCEDURE

Location: Public Drive (P:)  
Folder: Organizational Leadership  
Subject: **Accessibility**



Head Injury  
Rehabilitation  
Ontario

Scope:  
All staff, clients, volunteers, visitors

Effective Date: Sep, 2010  
Last: Apr, 2012  
Reviewed/Revised: Jan, 2017  
Sep 8, 2020  
Next Review Date: Sep 8, 2023  
Pages: 4

Policy Owner: Director, Human Resources

### PURPOSE:

This policy lays out procedures, practices, supports and options governing interactions between persons with disabilities and Head Injury Rehabilitation Ontario ("HIRO"/"the agency"), based on the following accessibility principles:

- Respect for the dignity and independence of persons with disabilities;
- Providing an integrated experience, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to participate;
- Providing equal opportunity for persons with disabilities to participate.

### POLICY STATEMENT:

HIRO strives to reduce barriers to participation for clients, employees, volunteers, visitors and other stakeholders. More specifically, HIRO complies with all legislated requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

HIRO's Accessibility Policy and Multi-Year Accessibility Plan are available on the website and upon request, can provided to any person in alternate formats.

### DEFINITIONS:

**AODA:** The Accessibility for Ontarians with Disabilities Act, 2005, and its standards and regulations.

**Disability/Disabilities:** AODA defines "disability" as,

(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, deafness or hearing 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,

(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

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(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.

### PROCEDURE:

#### 1. Communications

The policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the agency's services or the availability, if any, of other measures which enable them to do so.

When communicating with a person with a disability, the agency does so in a manner that takes into account the person's disability.

HIRO's website complies with WCAG Level 2.1 AA standards.

#### 2. Service animals and support persons

If a person with a disability is accompanied by a service animal, the agency ensures that the person is permitted to enter the premises with the animal and keeps the animal with them unless the animal is otherwise excluded by law from the premises (e.g. for the reasons of health and safety). If a service animal is excluded from the premises, HIRO ensures that other measures are available to enable the person with a disability to participate.

If a person with a disability is accompanied by a support person, HIRO ensures that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

In some cases, the agency may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Fees or event costs for support persons are not borne by the agency, and must be paid by the person with a disability, or their support person.

#### 3. Notice of temporary disruptions

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If, in order to obtain, use or benefit from the services of the agency, persons with disabilities usually use particular facilities or services and if there is a temporary disruption in those facilities or services in whole or in part, the agency provides notice of the disruption to the public. Such notices include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice may be given by posting the information at a conspicuous place on the premises, posting it on the agency's website, if any, or by such other method as is reasonable in the circumstances.

#### 4. Training of employees, students, and volunteers

HIRO employees, students, and volunteers receive training about the provision of services to persons with disabilities. The training includes a review of the purposes of AODA and its requirements; specifically:

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use equipment or devices available on the agency's premises that may help with the provision of services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty participating.

The training is provided to each person as soon as practical after they are assigned the applicable duties. Training is also provided on an on-going basis in connection with changes to the policies, practices and procedures related to accessibility. Training records are maintained by HIRO Human Resources.

#### 5. Feedback process for providers of goods or services

HIRO has an established process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities. The feedback process permits persons to provide their feedback in person, by telephone, in writing, or by email. The feedback process specifies the actions that the agency will take if a complaint is received.

Service & Accessibility Feedback Forms and Information about the process are available to the public on the website, and in hard copy format upon request.

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### 6. Notice of availability of documents and alternate formats

HIRO notifies all clients upon admission that the documents required by the legislation are available upon request. The agency provides documents to a person with a disability in a format that takes into account the person's specific disability and needs, and provides alternate formats upon request.

Publicly available emergency information such as evacuation plans or brochures, are provided in accessible alternate formats upon request.

### 7. Built environment

HIRO takes all practicable and reasonable steps to ensure persons with disabilities have access into and within its buildings and outdoor spaces, including contemplating accessibility in planned improvements of its structures and premises. Planned new construction or major redevelopments are undertaken in compliance with the Ontario Building Code, as it relates to accessibility.

### 8. Employment

HIRO employment practices, including recruitment and selection, performance management, opportunities for career development, workplace accommodations and adjustments to emergency procedures, are developed to ensure safety, fairness and equity for persons with disabilities to the maximum extent possible.

### 9. Transportation

HIRO ensures that persons with disabilities who receive services from the agency have access to appropriate modes of transportation whenever it is reasonable in the circumstances.

**OPTIONS AVAILABLE:** Not Applicable

**ADMINISTRATION:** Human Resources

**RELATED REFERENCES:** Duty to Accommodate on the Basis of Disability  
Employee Workplace Accommodations

**FORMS:** Service and Accessibility Feedback Form