

LANARK COUNTY COMMUNITY JUSTICE PROGRAM	POLICIES & PROCEDURES
SECTION: General	DATE: October 15, 2015
SUBJECT: Accessibility for Persons with Disabilities	HISTORY: Original Policy November 9, 2010

Policy:

Lanark County Community Justice Program (LCCJP) will conduct all of our operations and programs in a manner to be consistent with the requirements for Accessibility Standards for Customer Service, Ontario Regulation 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

LCCJP strives at all times to provide 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 services, in the same place and in a similar way as participants, donors, volunteers, staff and partners without disabilities.

Procedures:

LCCJP is committed to excellence in serving all participants, donors, volunteers, staff and partners including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

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

2. Telephone services

We are committed to providing fully accessible telephone service to our participants, donors, volunteers, staff and partners. We will train staff and volunteers to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by other means including letter mail, email or facsimile if telephone communication is not suitable to their communications needs or is not available.

3. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our programs or services.

4. Documentation

We are committed to providing all written communication including letters, forum agreements, receipts, etc. in a format that is accessible to all of our participants, donors, volunteers, staff and partners, without incurring undue hardship for the organization. This may include large print or email. We will answer any questions about the content of any written document in person, by telephone or email.

5. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal in our office, in meetings or in community forums. We will ensure that all staff and volunteers 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 in our office, in meetings or in community forums. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while in our office or attending a forum.

6. Notice of Temporary Disruption

LCCJP will provide participants, donors, volunteers, staff and partners with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people 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 will be placed at our front door, at the entrance to any forum and on our website.

7. Training for Staff

LCCJP will provide training to all staff and volunteers who deal with the public on our behalf. This training will be provided to staff within 14 days and volunteers within 30 days after they commence their duties.

Training will utilize the Ministry of the Attorney General Training materials and will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for the customer service standard.
- 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 a support person.
- What to do if a person with a disability is having difficulty accessing LCCJP programs and services.

Applicable staff and volunteers will be trained on policies and procedures that affect the way programs and services are provided to people with disabilities. Staff and volunteers will also be trained on an ongoing basis when changes are made to these policies and procedures.

8. Feedback Process

The ultimate goal of LCCJP is to meet and surpass public expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way LCCJP provides services to people with disabilities can be made by letter, email, voicemail or in person. All feedback should be directed to the Executive Director or a designate who will reply within ten business days.