



NIAGARA INA GRAFTON GAGE VILLAGE

CORPORATE MANUAL

SECTION:	Quality Management	NUMBER:	C-03-07-01
SUBJECT:	Accessibility for Ontarians with Disabilities Act (AODA)	PAGE 1 OF 4	
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1.0 POLICY

- .1 It shall be the policy of Niagara Ina Grafton Gage Village (NIGGV) to be committed to providing goods and services to all of its residents and customers in a manner which reflects “service excellence”.
- .2 As a part of “service excellence”, NIGGV shall recognize the diverse nature of the persons they come in contact with. To accomplish this, NIGGV shall establish and adopt policies and procedures which shall promote accessibility for persons with disabilities. NIGGV shall provide its goods and services in an integrated fashion and in a manner which promotes dignity, independence, and equality of opportunity.

2.0 PURPOSE

- .1 The purpose shall be to implement the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and Ontario Regulation 429/07 - Accessibility Standards for Customer Service which addresses:
 - a) the provision of goods and services to persons with disabilities;
 - b) the use of assistive devices by persons with disabilities;
 - c) the use of service animals by persons with disabilities;
 - d) the use of support persons by persons with disabilities;
 - e) notice of temporary disruptions in service and facilities;
 - f) training;
 - g) customer feedback regarding the provision of goods and services to persons with disabilities; and
 - h) notice of availability and format of documents.

3.0 PROCEDURE

- .1 Provision of Goods and Services to Persons with Disabilities
 - a) Goods and services shall be provided in a manner that respects the dignity and independence of persons with disabilities.

REVIEWED: _____

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- b) The provision of goods and services to persons with disabilities shall be integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from NIGGV goods or services.
- c) Persons with disabilities shall be given an opportunity equal to that of persons without disabilities to obtain, use, or benefit from NIGGV goods and services.

.2 Assistive Devices

- a) A person with a disability may provide his/her own assistive device for the purpose of obtaining, using, and benefiting from NIGGV goods and services. Exceptions may occur in situations where it is determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations and others, NIGGV may offer a person with a disability other reasonable measures of assistance in obtaining, using, and benefiting from NIGGV goods and services, where NIGGV has such other measures available.

.3 Service Animals

- a) A person with a disability may enter the premises owned and operated by NIGGV accompanied by a service animal and keep the animal with him/her if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, NIGGV shall seek to ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from NIGGV goods and services.
- b) If it is not readily apparent the animal is a service animal, NIGGV may ask the person with a disability for a letter from a qualified medical physician or nurse confirming that the person requires the animal for reasons related to his/her disability. NIGGV may also, or instead, ask for a certificate of training from a recognized guide dog or service animal training school.
- c) It shall be the responsibility of the person with a disability to ensure that his/her service animal be kept in control at all times.

.4 Support Persons

- a) A person with a disability may enter premises owned and operated, or operated by NIGGV with a support person and have access to the support person while on the premises.
- b) NIGGV may require a person with a disability to be accompanied by a support person while on NIGGV premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.
- c) If, and where an admission fee is applicable for a person with a disability to obtain, use, or benefit from NIGGV goods and services, a support person assisting the person with a disability may attend at no charge.

.5 Notice of Temporary Disruptions in Service and Facilities

- a) Temporary disruptions in NIGGV services or facilities may occur due to reasons that may or may not be within NIGGVs control or knowledge.

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- b) NIGGV shall make every reasonable effort to provide notice of the disruption to the public. This notice shall contain:
 - the reason for the disruption;
 - the anticipated duration;
 - a description of alternate facilities or services, if available; and
 - contact information.
- c) If the disruption is anticipated, NIGGV shall provide a reasonable amount of advance notice of the disruption.
- d) NIGGV shall provide notice by posting the information in visible places, on the NIGGV website, and/or by any other method that may be reasonable under the circumstances.

.6 Training

- a) NIGGV shall ensure that all employees, volunteers, agents, contractors, and others who deal with the public on behalf of NIGGV and those involved in developing customer service policies, practices, and procedures receive Accessibility Awareness Training.
- b) The amount and format of training given shall be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures, and practices pertaining to the provision of goods and services.
- c) Accessibility Awareness Training shall include the following:
 - Review the purposes of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the Accessibility Standards for Customer Services.
 - Instruction of NIGGV policies, procedures, and practices pertaining to the provision of goods and services to persons with disabilities.
 - How to interact and communicate with persons with various types of disabilities.
 - How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal.
 - What to do if a person with a particular type of disability is having difficulty accessing NIGGV goods or services.
 - Information about equipment or devices available on NIGGV premises that may help with the provision of goods or services to persons with disabilities.
- d) Training shall be provided as soon as practicable upon an individual being assigned applicable duties and as changes occur to NIGGV policies, procedures, and practices governing the provision of goods and services to persons with disabilities.

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- e) NIGGV shall keep records of the training including dates that training is provided and the people to whom it was provided.

.7 Customer Feedback

- a) Feedback from the public shall be welcomed as it provides a means to identify necessary changes, and assists with continuous service improvement.
- b) Feedback may be given in person, by telephone, in writing, electronically, or other available formats.
- c) Information about the feedback process shall be available to the public at its facilities, and notice of the process shall be published on the NIGGV website.

.8 Notice of Availability and Format of Documents

- a) Notice of the availability of all documents required by the Accessibility Standards for Customer Service shall be posted on the NIGGV website and available through the NIGGV office.
- b) Communication needs shall be taken into consideration and NIGGV shall endeavour to provide the information in a format that takes into account the person's disability.