

# St. Andrew's Residence, Chatham

## Operations Manual



SUBJECT: Customer Service Standards	SECTION: Administration
POLICY NO: A33	RHA REGULATION: N/A
EFFECTIVE DATE: June 12, 2023	REVISION DATE: June 16, 2023

### 1. PURPOSE AND POLICY STATEMENT

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 a disability.

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

We at St. Andrew's Residence strive to provide an accessible service and facilities to our residents and their families and friends. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

### 2. APPLICATION

The Policy applies to all persons who, on behalf of St. Andrew's Residence, provide services to residents or their families and friends or who otherwise deal with the public or other third parties. This includes our employees, volunteers, agents and contractors.

The Policy also applies to all persons responsible for the development, implementation or oversight of St. Andrew's Residence policies, practices and procedures.

### 3. DEFINITIONS

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- ii. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- iii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iv. **Communication Supports** - *may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.*
- v. **Disability** – means:
  - 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
  - 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*.

- vi. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.
- vii. **Service Animal** - An animal is a service animal for a person with a disability,
  - (a) that can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
  - (b) for which the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
    - (c) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
    - (d) A member of the College of Chiropractors of Ontario.
    - (e) A member of the College of Nurses of Ontario.
    - (f) A member of the College of Occupational Therapists of Ontario.
    - (g) A member of the College of Optometrists of Ontario.
    - (h) A member of the College of Physicians and Surgeons of Ontario.
    - (i) A member of the College of Physiotherapists of Ontario.
    - (j) A member of the College of Psychologists of Ontario.
    - (k) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- viii. **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 or facilities.
- ix. **"We", "Our" and "Staff"** means St. Andrew's Residence and its employees, volunteers, agents and contractors.

#### 4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability are as deserving of quality service as any other person and should be treated in a manner consistent with this fact.
- ii. **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 services or facilities.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services and facilities in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services and facilities will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services and facilities should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist but will not do so without first attempting to get the permission of the person with a disability.

#### 5. IMPLEMENTATION

St. Andrew's Residence has created an Accessibility Committee responsible for:

- i. Developing and implementing policies, aimed at providing accessible services and facilities to persons with a disability.
- ii. Developing and implementing an accessibility training program as required by the Standard.
- iii. Developing and implementing a feedback procedure as required by the Standard.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

## **6. PROVIDING SERVICES TO PEOPLE WITH DISABILITIES**

### **I. Policies**

St. Andrew's Residence shall make all reasonable efforts to ensure that its policies, which impact the delivery of its services and facilities to the residents, their family and friends the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

### **II. Communication**

St. Andrew's Residence strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### **III. Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services and facilities. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

### **IV. Accessibility at Our Premises**

We offer the following facilities and services at St. Andrew's Residence to which the Policy applies to enable persons with a disability to obtain, use or benefit from our services and facilities:

- a. Assistive devices including wheelchairs and walkers for use during programs and tours on site
- b. Alternate formats of documents upon request and available in a hand out and large print
- c. Assistance of a staff person to complete a form
- d. A chair if a person's disability prevents them from standing for lengthy periods (provided in lobby and in all programs and activities)
- e. Handicap activation push buttons at all common entrances
- f. Wheelchair accessible bathrooms
- g. Elevators

### **V. Service Animals and Guide Dogs**

Persons with a disability may enter premises owned and/or operated by St. Andrew's Residence accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

If a Guide Dog or Service Animal must be excluded by law, we explain to the person why this is the case and explore alternative ways to meet the person's needs. (Please refer to Policy A35-Service Animals)

### **VI. Support Persons**

A person with a disability may enter premises owned and/or operated by St. Andrew's Residence with a Support Person and have access to the Support Person while on the premises.

St. Andrew's Residence may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- a. 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; and
- b. there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Fees will not be charged for support persons accompanying a person with a disability for attendance at any of our events or participation in our Senior's Day Out program at St. Andrew's Residence. (Please refer to Policy A36-Service Persons)

### **VII. Notice of Temporary Disruptions**

St. Andrew's Residence will notify residents, their friends and families and the public if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notification will be made by posting a notice at the entrance of the applicable premises or in some other location or by some other means as may be appropriate in the circumstances.

The notice will include the following information:

- a. That a facility or service is unavailable
- b. The anticipated duration of the disruption
- c. The reason for the disruption
- d. Alternative facilities or services, if available

## **7. TRAINING AND RECORDS**

St. Andrew's Residence will ensure the following individuals receive the training required under the Standards:

- a. Every employee and volunteer
- b. Every person who participates in developing St. Andrew's Residence policies.
- c. Every other person who provides services or facilities on behalf of St. Andrew's Residence.

### **I. Content of Training**

Training will include:

- a. A review of the purpose of the Act and requirements of the Standard
- b. A review of the Policy
- c. How to interact and communicate with persons with various types of disabilities
- d. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person
- e. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our services and facilities

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- f. What to do if a person with a disability is having difficulty accessing our premises and/or services and facilities.

### II. Timing of Training

All persons to whom this Policy applies will receive the required training as soon as practicable after he or she is assigned the applicable duties. New staff that training is applicable to will receive training at the time of orientation to their position. On-going training will occur as changes are made to policies, procedures and practices and as new individuals assume the applicable duties.

### III. Documenting Training

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 the requirements of the Standard.

## **8. FEEDBACK PROCEDURE**

### I. Receiving Feedback

St. Andrew's Residence welcomes and appreciates feedback regarding the manner in which it provides services and facilities to persons with disabilities. Feedback can be provided in the following ways:

- a. In person at 99 Park Street, St. Andrew's Residence Reception
- b. By telephone at 519-354-8103
- c. In writing to St. Andrew's Residence, 99 Park St., Chatham, ON N7M 3R5
- d. Electronically to [jsmith@standrewsresidence.com](mailto:jsmith@standrewsresidence.com) or on a USB

### I. Responding to Complaints

St. Andrew's Residence will make reasonable efforts to resolve complaints related to accessibility at the time that they are made. If immediate resolution of a complaint is not possible the individual may submit a complaint to:

Jessica Smith, Executive Director  
Phone: 519-354-8103, Ext. 224

Persons who wish to be contacted about their complaint must provide their contact information and will receive a response within two (2) business days. The individual will then be contacted by a representative of St. Andrew's Residence. St. Andrew's Residence will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

### II. Availability of Feedback Procedure

St. Andrew's Residence shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request.

## **9. DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on the premises owned or operated by St. Andrew's Residence, by posting it on St. Andrew's Residence's website, or by such other method as is reasonable in the circumstances.

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### 10. FORMAT OF DOCUMENTS

St. Andrew's Residence will provide documents, or the information contained in documents, required to be provided under the Standards, to a person with a disability in an Accessible Format or with a Communication Support upon request.

The document(s) shall be provided in a timely and in a manner that takes into account the person's accessibility needs due to disability. The documents shall also be provided at a cost that is no more than the regular cost charged to other persons.

St. Andrew's Residence shall consult with the person making the request in determining the suitability of an Accessible Format or Communication Support..

### 11. QUESTIONS ABOUT THIS POLICY



For more information about the Policy or for questions regarding St. Andrew's Residence policies, practices and procedures for accessible service please contact:

Jessica Smith, Executive Director  
Phone: 519-354-8103, Ext. 224

### 12. REFERENCE AND RELATED STATEMENT OF POLICY AND PROCEDURE

- I. AODA, 2005
- II. STAR Accessibility Multi-Year Plan
- III. A34-Integrated Accessibility Standards

Date	Revision	Effective
September, 2016	New Policy	Sept. 26, 2016
October 4, 2019	Review policy, remove reference to Director of Operations throughout Added and facilities throughout to ensure both services and facilities are accessible. Updated Definitions Updated Service Animal Definition, to include all professions that can supply documentation. Clarified Support Persons, added a & b Added 7.i, ii, iii Added 8.iii # 9 & 10 reworded	Oct. 10, 2019
May 2021	Policy reviewed, no changes recommended	May 10, 2021
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Recommended By:  Approved By: 

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