

### **Intent**

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. We will use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

**Scope** This policy applies to those who are served by LCC East District at the District Office

### **Definitions**

**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that those whom we serve bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Disability** – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Guide Dog** – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Service Dog** – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

**Support Person** – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

### **General Principles**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Feedback from those whom we serve
- G. Training
- H. Notice of Availability and Format of Required Documents

**A. The Provision of Goods and Services to Persons with Disabilities**

LCC East District will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all whom we serve receive the same value and quality;
- allowing those whom we serve with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that those whom we serve with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and communicating in a manner that takes into account a disability.

**B. Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by LCC East District

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of those whom we serve with an oxygen tank may involve ensuring that those whom we serve is in a location that would be considered safe for both those whom we serve and LCC East District staff. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the person.

**C. Guide Dogs, Service Animals and Service Dogs**

A person with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A person with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law. Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) LCC East District will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

**Applicable Laws:**

- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- The Health Protection and Promotion Act, Ontario Regulation 562 Section 60
- Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or

of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by those whom we serve for reasons relating to his or her disability, LCC East District may request verification from those whom we serve.

**Verification may include:**

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or, a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal: The person that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies: If a health and safety concern presents itself for example in the form of a severe allergy to the animal, LCC East District will make all reasonable efforts to meet the needs of all individuals.

**D. Support Persons**

If a person with a disability is accompanied by a support person, LCC East District will ensure that both persons are allowed to enter the premises together and that the person is not prevented from having access to the support person.

There may be times where seating and availability prevent the person and support person from sitting beside each other. In these situations LCC East District will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the person, prior to any conversation where confidential information might be discussed.

**E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of LCC East District. In the event of any temporary disruptions to facilities or services that persons with disabilities rely on to access or use LCC East District's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include: In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options: When disruptions occur LCC East District will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the LCC East District website;
- contacting persons with appointments or meetings;
- verbally notifying persons when they are making a reservation, appointment or while they are at a LCC East District facility; or
- by any other method that may be reasonable under the circumstances.