

Enterphase Child & Family Services – Accessibility Policy

POLICY

Enterphase Child & Family Services is committed to developing policies, practices and procedures that provide accessible services to all individuals (youth/adults in our care), parents, guardians and staff members. Services will be provided to people with disabilities in a manner that endorses and respects dignity, independence, integration and equal opportunity.

PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial law in Ontario, Canada, that aims to make the province accessible for people with disabilities by developing, implementing, and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429.7 and addresses the following:

- The provision of resources and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer Feedback regarding the provision of goods and services to persons with disabilities;
- Notice of availability and format of documents and meetings.
- This policy applies to all persons who deal with members of the public or other third parties on behalf of Enterphase Youth Services, whether the person is an employee, a Board member, an agent, a volunteer, or a student on placement and all persons who represent Enterphase Youth Services.

PROCEDURES

Providing Resources and Services to People with Disabilities

Enterphase Child & Family Services is committed to serving all individuals including people with disabilities. Enterphase will carry out our responsibilities to ensure that our policies, practices and procedures are consistent with the following principles:

- Enterphase Child & Family Services' resources and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The delivery of Enterphase Child & Family Services resources and services to persons with disabilities are 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 Enterphase's goods or services and
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from Enterphase's goods and services.

Communication

- Enterphase Child & Family Services will communicate with people with disabilities in a manner that will take into account their disability;
- Enterphase Child & Family Services staff will be trained on how to interact and communicate with individuals with various types of disabilities;
- Individuals with disabilities will be offered alternative communications formats that will meet the needs of the client;
- Documents will be provided to individuals in an alternative format that will meet the needs of the individual in a timely fashion and in accordance with Enterphase's policy & procedures manual.

Use of Service Animals, Support Persons and Assistive Devices

Service Animals

Enterphase Child & Family Services is committed to making reasonable modifications in policies, practices and procedures to permit the use of service animals by persons with disabilities. Service animals play an important role in ensuring the independence of people with disabilities, and it is therefore our policy to welcome on or in our business premises and residences any animal that is individually trained to assist a person with a disability.

Support Persons

Enterphase Child & Family Services is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is

accompanied by a support person will be allowed to enter Enterphase premises with his or her support person.

Assistive Devices

A person with a disability often times will provide their own assistive device for the purpose of obtaining, using and benefiting from services. If Enterphase deems that the assistance device may pose a risk to the health and safety of a person with a disability or the health and safety of others. In these situations, Enterphase will offer a person with a disability, other realistic options to assist them in accessing services.

Note: it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Enterphase Child & Family Services staff will be trained to use the following assistive devices for persons with disabilities: internet, interpretive devices, electronic communication devices, wheelchair.

Notice of Temporary Disruptions

When temporary disruptions occur to Enterphase's services or facilities, Enterphase will provide notice by posting the information in visible places and on Enterphase's website www.enterphase.com.

Staff Training on Customer Service

Enterphase Child & Family Services requires all staff members, including full time, part time and placement students, to complete mandatory training in accordance with Ontario Regulation 429.07 .

The training will be completed by new hires, prior to them working their first shift.

Training will include the following:

- Understanding the Ontario Human Rights Code and its applicability to the workplace and services provided to customers.
- Understanding the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
- 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 Enterphase's resources and services.

Records of training will be maintained containing the name of the staff person trained and date of training.

Accessibility of Meetings

Enterphase Child & Family Services will ensure that meetings held on premises will be accessible to everyone attending, including:

- providing meeting areas that are an accessible physical environment
- ensuring access to the meeting contents and proceedings
- offering and providing alternate forms of communicating with persons with disabilities in attendance at meetings taking into account their disability.

Feedback Process

In accordance with Ontario Regulation 429.07, Enterphase Child & Family Service is committed to providing opportunities for those using our services a chance to share feedback, suggestions and complaints.

Feedback regarding the way Enterphase Child & Family Services provides resources and services to its individuals and to people with disabilities can be made via:

- Enterphase's website: www.enterphase.com
- Completion of Accessibility Feedback form, available online (website and internal central management system) or from the office administrator, that will be subsequently the Human Resources Manager
- By phone
- In Person.

Feedback forms will be received by the Human Resource Manager, reviewed and plans will be created to address the feedback and to respond to the person who submitted the feedback, suggestion or complaint.

Format of Enterphase Child & Family Services Documents

Enterphase is committed to providing any document produced by Enterphase Child & Family Services in an alternative format if request. Exceptions may occur if it is not

technically viable or is subject to the provision of the Municipal Freedom of Information and Protections of Privacy Act.

Requests for information in an alternative format are to be provided to the person with a disability in a reasonable amount of time.

Alternative formats currently available include:

- Electronic copy of all documentation can be requested
- Print copies of all documentation can be requested

Options currently available for those who require accommodations:

- Agency website – has a built-in accessibility tool that allows users to change font size, alter the contrast, hide images etc.
- Central Management System – font size can be adjusted using the web browser zoom function

Notice of the Availability of Documents

Enterphase Child & Family Services will provide notice that this policy is available for public viewing.

Emergency Procedures, Plans or Public Safety Information

Emergency Response Plans

For employees or visitors who have disclosed a disability and may require assistance in an emergency, individualized emergency response plans will be created. These plans will outline the specific support or assistance needed in an emergency and will include:

- Identification of a designated individual(s) responsible for providing assistance.
- Information on accessible evacuation routes and safe zones.
- Required equipment or devices for safe evacuation.
- Routine review of the plan to ensure it remains effective and relevant.

Communication of Procedures and Information

- Emergency procedures, including fire alarms, exit routes, and lockdown procedures, will be posted in a clear and accessible manner in all programs.
- Emergency response plans will be discussed during orientation for new employees and in regular staff meetings.

- Visual and audible alarm systems will be installed and maintained to accommodate individuals with visual or hearing impairments as per our Multi-Year Accessibility Plan

Training and Awareness

- Staff will be trained on accessible emergency response protocols, including how to assist individuals with disabilities in an emergency.
- Emergency drills will include considerations for assisting people with disabilities and review specific procedures tailored to their needs.
- Employees will be encouraged to disclose any disabilities that may impact their ability to respond in an emergency to ensure appropriate accommodations are in place.

Responsibilities

- **Human Resources** is responsible for maintaining individualized emergency response plans and ensuring they are reviewed and updated as needed.
- **Maintenance Department** is responsible for maintaining accessible emergency equipment and systems, including visual and audible alarms.
- **Team Leaders and Senior Supervisors** are responsible for identifying and communicating emergency procedures to their teams and ensuring compliance with AODA requirements.

Policy Review and Updates

This policy will be reviewed annually or as required to ensure compliance with the AODA and to incorporate any new or updated guidelines for accessible emergency procedures. Any changes will be communicated to all employees and stakeholders.

Feedback and Accommodation Requests

Feedback regarding the accessibility of our emergency procedures and public safety information can be submitted via contactus@enterphase.com. Requests for accommodation or additional information can also be directed to this contact.

Notice to Be Posted Near Public Emergency Information:

Accessibility Notice

Our emergency procedures, plans, and public safety information are available in accessible formats or with communication supports, upon request. Please contact

contactus@enterphase.com for assistance. We are committed to making information available to all individuals, as soon as practicable.

GLOSSARY of TERMS:

AODA (Accessibility for Ontarians with Disabilities Act):

Legislation enacted in Ontario, Canada, with the goal of achieving accessibility standards for people with disabilities across various sectors.

Accessible:

Capable of being entered or reached, approachable, easy to get at, capable of being influenced, obtainable, easy to understand or appreciate.

Accessible Formats:

Alternate formats of information that can be easily understood by individuals with disabilities, such as large print, Braille, and accessible electronic formats.

Assistive Devices:

Tools, technologies, or aids that help individuals with disabilities perform tasks or activities.

Communication Supports:

Tools and aids that help individuals with disabilities receive, understand, and communicate information effectively.

Customer Service Accessibility Standard:

A set of rules and guidelines under the AODA that outlines how organizations must provide accessible customer service to individuals with disabilities.

Integrated Accessibility Standards Regulation (IASR):

Standards under the AODA that cover information and communication, employment, transportation, and the design of public spaces.

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability.

Dignity:

Treating individuals with disabilities with respect, ensuring they are provided with equal opportunities, and recognizing their worth and unique contributions.

Disability:

- 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 developmental disability
- A condition of mental impairment or a developmental disability
- A learning disability, or a 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;

Equal Opportunity:

Having the same chances, options, benefits and results as others. People with disabilities have the same opportunity to benefit from the way you provide goods or services as others.

Independence:

Supporting individuals with disabilities in doing things on their own and making their own choices.

Individuals:

Youth and/or adults in the care of Enterphase.

Integrate:

Ensuring that individuals with disabilities can fully participate in all aspects of society without segregation or exclusion.

Integration of Services:

The integration of services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. All policies, practices and procedures are designed to be accessible to everyone including people with disabilities.

Information and Communication Standard:

A part of the IASR that addresses the accessibility of information and communication for individuals with disabilities.

Employment Standard:

A part of the IASR that outlines requirements for making employment practices accessible to employees with disabilities.

Transportation Standard:

A part of the IASR that addresses the accessibility of transportation services for individuals with disabilities.

Public Spaces:

Spaces that are open to the public, such as sidewalks, recreational trails, and public squares.

Support Person:

A person who accompanies an individual with a disability to help with communication, mobility, or other tasks.

Service Animal:

An animal trained to work or perform tasks for an individual with a disability, including but not limited to a guide dog which is a dog trained for a blind person and having the qualifications prescribed by the regulations.

Feedback Process:

A mechanism for individuals to provide comments or suggestions on how an organization can improve its accessibility.

Emergency Procedures:

Protocols in place to ensure the safety and evacuation needs of individuals with disabilities during emergencies.

Accessible Built Environment:

Designing and constructing physical spaces to be inclusive and accessible to individuals with disabilities.