



Applegrove Accessibility Policy

Approved November 28, 2022

1. STATEMENT OF COMMITMENT

Applegrove Community Complex (Applegrove) is committed to excellence in providing goods, services and facilities to all visitors and participants including people with disabilities. This includes providing services that are accessible to people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario accessibility laws.

Applegrove is committed to meeting its obligations under the Ontario Human Rights Code respecting non-discrimination, and understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

2. APPLICATION

This policy applies to all Applegrove staff and volunteers.

3. TRAINING

Applegrove is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, Applegrove will ensure training for:

- a) all persons who participate in developing the organization's policies
- b) all other persons who provide goods, services or facilities on behalf of the organization.

Training includes:

- purpose of the AODA 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

- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities
- what to do if a person with a disability is having difficulty in accessing Applegrove goods, services or facilities
- additional accessibility topics related to the specific roles of employees and volunteers.

Staff are trained within one month of being hired. Volunteers are trained as soon as practicable after their registration. Applegrove provides training on changes to the policies as required.

Applegrove maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

4. ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Applegrove ensures that its staff are trained and familiar with any assistive devices available on site or provided by the agency that may be used by visitors and participants with disabilities while accessing our goods, services or facilities. Training will be done as part of the orientation process for new staff, and for all staff as new assistive devices become available at Applegrove.

5. COMMUNICATION

Applegrove:

- a) Communicates with people with disabilities in ways that take into account their disability.
- b) Works with the person with disabilities to determine what method of communication works for them.
- c) Uses a number of ways, whenever possible, to make communication more accessible.

Examples include:

- i. Using plain language to make documents easier to read for people with certain learning disabilities
- ii. Handwriting or typing information back and forth for participants with hearing impairments
- iii. Reading schedules for our visually impaired patrons
- iv. Informing patrons who may be experiencing difficulty reading the website to use (Control +) or (Command +) to make the information appear in a larger version.

6. SERVICE ANIMALS

Applegrove welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public and third parties. Service animals are allowed in areas where food is served, sold, or offered for sale but are not allowed in any area where food is being manufactured or prepared for public consumption.

A service animal can frequently be identified through visual indicators, such as when it wears a harness or a vest, or when it helps a person perform certain tasks.

When it is not easy to identify that an animal is a service animal, staff may ask for documentation (letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. All employees who handle personal information are responsible for completing the City of Toronto Protection of Privacy training and maintaining information to those specifications.

If service animals are prohibited by another law, Applegrove will do the following to ensure people with disabilities can access its goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities.

While visiting or receiving services from Applegrove, it is the responsibility of the person with the service animal to control the animal at all times and to look after the animal's needs.

7. SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Applegrove premises, and to be accompanied by them at all times.

Applegrove will not charge an admission or participation fee to a support person.

In certain cases, Applegrove may require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- other visitors or participants.

Before making a decision Applegrove will:

- consult with the person with a disability or, if under the age of 18 their parent/guardian, to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others.

8. TEMPORARY DISRUPTION OF SERVICE

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Applegrove will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways, as appropriate:

- Applegrove website
- Telephone recordings
- Temporary signage at program entrances
- Applegrove social media e.g. Facebook, Instagram
- On partner agency websites, social media and other channels as appropriate.

9. FEEDBACK PROCESS

Applegrove welcomes feedback, including feedback about the delivery of its services to persons with disabilities. Applegrove will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner.

Feedback and questions about accessibility at Applegrove can be provided:

- by email to applegrove@applegrovecc.ca
- in writing, and delivered to the Applegrove Office
- by telephone at 416-461-8143
- in person at the Applegrove Office.

Complaints about accessibility at Applegrove can be made:

- in person to program staff or to any member of management
- by email to the Executive Director at sburkhardt@applegrovecc.ca
- in writing, addressed to the Executive Director and delivered to the Applegrove Office
- by telephone to the Executive Director at 416-461-5392.

Applegrove ensures that its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

10. Changes to Existing Policies

Any Applegrove policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.