



Provision of Goods and Services to People with Disabilities Policy

Policy Statement

Maples of Ballantrae is committed to the provision of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the *Accessibility for Ontarians with Disability Act (AODA)*, the Ontario *Human Rights Code (OHRC)*, the *Occupational Health and Safety Act*, and the Ontario *Building Code Act*.

Definitions

For the purposes of this policy, the following terms are defined as:

Disability:

The term “disability” as defined under the AODA and the OHRC includes:

- 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 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*.

Service Animal:

An animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to their disability; or
- b. 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 animal” also includes a guide dog as defined under the *Blind Persons’ Rights Act* section 1.

Supervisor:

A person who has charge of a workplace or authority over a worker. Generally this would include those with a position title such as Director, Manager or Supervisor, as well as any other management type position, or those in a temporary supervisory position.

Support Person:

A support person is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. They do not necessarily need to have special training or qualifications.

Worker:

Refers to any person regarding whom Maples of Ballantrae pays wages or a salary, has control over their assigned work and has a right to control the details of their work. It also extends to the senior management level.

This includes, but is not limited to:

- a. fulltime workers
- b. part-time workers
- c. seasonal workers
- d. contract workers

Operating Principles

Accessible Communication

Maples of Ballantrae and its employees (“workers”) will communicate with people with disabilities in ways that take into account each person’s particular disability.

Service Animals and Support Persons

Unless otherwise prohibited by law, persons with disabilities will be permitted to be accompanied by a service animal or support person:

- a. where services are provided at premises owned or operated by Maples of Ballantrae;
and
- b. where the public or third parties have normally have access to such premises.

Where a support person accompanying a person with a disability may be required to pay an admission fee to enter our premises, notice of the amount of this fee will be provided in advance of their visit.

Assistive Devices

Maples of Ballantrae is committed to serving people with disabilities who use assistive devices. We will endeavor to become familiar with the various assistive devices used by people with disabilities and will be flexible in facilitating their use by people with disabilities to access our goods and services

Disruption in Service

Maples of Ballantrae will post timely public notice of a current or anticipated disruption in any facilities or services we provide to enable people with disabilities to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

Maples of Ballantrae will provide training to:

- a. All its workers, volunteers, agents, contractors and others who could reasonably be expected to interact with the public or third parties on behalf of Maples of Ballantrae.
- b. All those who are involved in the development, approval, monitoring or implementation of Maples of Ballantrae's customer service policies, practices and procedures about the provision of good and services to the public and/or third parties.

This training will be provided within four (4) weeks of when the individual commences performing duties for Maples of Ballantrae. Additional training will be provided within four (4) weeks of any revisions made to this policy and/or related procedures and practices.

Such training will include the following:

- a. A review of the purposes of the AODA and the requirements of its Customer Service Standard.
- b. How to interact and communicate with persons with various types of disability.
- c. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d. How to use equipment or devices available on Maples of Ballantrae's premises or otherwise provided by Maples of Ballantrae that may help with the provision of goods or services to a person with a disability.
- e. What to do if a person with a particular type of disability is having difficulty accessing the goods or services provided by Maples of Ballantrae.

Feedback Process

Maples of Ballantrae will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods or services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

The feedback process will specify the actions to be taken by Maples of Ballantrae in the event that a complaint is received. A response will be provided to the person making the complaint within seven (7) working days.

Policy Administrative Controls

Responsibilities

Maples of Ballantrae is responsible for reviewing this policy every three (3) years and/or recommended amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

Management personnel will ensure that they and the workers under their supervision are familiar with this policy.

Monitoring and Contraventions

Management personnel will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

Please note

This policy is subject to amendment and/or revocation at the company's sole discretion, without prior notice to workers.