

POLICY STATEMENT FOR ACCESSIBILITY

Canopy Support Services will comply with all legislative requirements of Accessibility for Ontarians with Disabilities Act, 2005. This will ensure the security and safety of all staff and persons receiving services who access Canopy buildings and facilities. On an annual or as needed basis, the Director of Finance & Infrastructure and Facilities Assistant will ensure that all Canopy Support Services entrances, exits, walkways and access points (elevators, stairwells, etc.) that are accessible will be maintained.

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

Canopy Support Services will make every effort to ensure that its policies, practices and procedures are consistent with the principle of dignity, independence, integration and equal opportunity by:

- o Ensuring that all clients receive the same value and quality;
- o Allowing clients with disabilities to do things in their own way, at their own pace when accessing goods and service as long as this does not present a safety risk;
- o Using alternative methods when possible to ensure that clients with disabilities have access to the same service, in the same place and in a similar manner;
- o Talking into account individual needs when providing goods and services; and
- o Communicating in a manner that takes into account the client's disability





B. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Canopy Support Services.

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 a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. 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 customer.

C. The Use of Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a 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 animal and/or service dogs.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Canopy Support Services may request verification from the customer. Verification may include:

- A letter from the 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 the recognized guide dog or service animal training school.
- The customer 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 times.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Canopy Support Services will make every effort to meet the needs of all individuals.



D. Support Person:

People with a disability who are accompanied by a support person have the right to have access to that support person while accessing goods and services of Canopy Support Services. If discussing confidential information and support person (other than a parent or guardian) is present, consent must be obtained from the person supported to have this conversation in the presence of the support person prior to any such conversation.

E. Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Canopy Support Services. In the event of any temporary disruption to facilities or service that customers with disabilities rely on to access or use Canopy Support Services 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 may include;

- Goods and services that are disrupted or unavailable
 - Reason for the disruption
 - Anticipated duration
 - A description of alternative services or options
- When disruptions occur, Canopy Support Services 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 Canopy Support Services website;
 - Contacting customers with appointment, if deemed necessary
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances



F. Feedback Process

Canopy Support Services will provide customers with the opportunity to provide feedback on the services provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available upon request. There are various methods of providing feedback, such as;

- Verbally (in person or by telephone)
- Written (handwritten, delivered, website or email)

Submitting feedback

Clients can submit feedback:

- By e-mail to: accessibility@canopysupport.ca
- By mail or in person: 150 O'Carroll Avenue, Peterborough ON, K9H 4V3
 - Via our Website: www.canopysupport.ca
 - By phone: 705 876 9245

Clients providing formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided:

- To all employees, volunteers, students, and/or contractors who deal with the public or other third parties act on behalf of Canopy Support Services;
 - At the time of orientation

Training records will be retained in each employee and volunteer personnel file, kept by Human Resources.

Training provisions:

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover:

- A review of the purpose of AODA;
 - A review of the requirements of Accessibility of Standards for Customer Service;
- Instructions on how to interact and communicate with people with various types of disabilities;
 - Instructions on how to interact with people with disabilities who:
 - Use assistive devices
 - Require the assistance of a guide dog, service dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees)
 - Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
 - Instructions on what to do if a person with a disability is having difficulty accessing your services;
 - Canopy Support Services policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

H. Notice of Availability and Format of Documents

Canopy Support Services will notify customers that the documents related to the Accessibility Standard for Customer Services are available upon request and in a format that takes into account the customers disability. Notifications will be given by posting the information in a conspicuous place owned and operated by Canopy Support Services, the Canopy Support Services website and/or any other reasonable method.

I. Informing Employees of Supports

Canopy Support Services will take into account an employee's accessibility needs due to disability when providing job accommodations and will notify employees whenever there is a change to how job accommodations are provided. If an Individual Accommodation plan is required HR – Return to Work and Accommodation procedure will be followed.