

Section 11 - Accessibility Policy

11.0 Purpose

The objective of this Accessibility Policy (the “Policy”) is to provide guidelines for the provision of goods and services and accessibility to people with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Integrated Accessibility Standards Regulation 191/11*.

11.1 Policy Statement

The PRPA (the “Association”) is committed to excellence in serving all persons including people with disabilities and shall provide goods and services in a manner consistent with the principles of dignity, independence, integration, and equal opportunity.

11.2 Application

The Policy applies to the Association’s employees, volunteers, and any individuals who deal with the public on the Association’s behalf.

The Policy also applies to all persons who participate in the development of the Association’s policies, practices, or procedures governing the provision of goods and services to Members of the public.

11.3 Definitions

In this Policy, the following definitions shall apply:

“accessible formats”: may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“communication supports”: may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.

“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 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 if it is readily apparent that the animal is used by the person for reasons relating to their disability or if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

“support person”: in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.

11.4 Information and Communication

The Association is committed to meeting the communication needs of people with disabilities and will communicate with people in ways that take into account their disability.

If requested, any information of communication material provided to an individual will be provided in an accessible format or with communication supports, where possible. If it is not possible to provide an accessible format or communication support, the Association will explain why it is not available and will provide the individual with a summary of the information.

In determining a suitable accessible format or communication support, the individual requesting the information or material will be consulted.

The Association will post a notice in our building entrance and/or on our website stating that individuals may request information or communication material in an accessible format or with communication supports.

11.5 Assistive Devices

Persons with disabilities may use their own assistive devices (ie: wheelchairs, walkers, canes, oxygen tanks, etc.) as required when accessing goods or services provided by the Association.

In the event that an assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access to goods and services.

11.6 Service Animals

The Association welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public unless otherwise excluded by law.

The person that is accompanied by a service animal is responsible for maintaining care and control of the service animal at all times.

In cases where a person is accompanied by an animal that is not easily identified as a service animal, the Association may request the person to provide documentation from a regulated health professional confirming that the person needs the service animal for reasons pertaining to their disability.

11.7 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have the support person accompany them on our premises.

If a fee will be charged for entrance to our premises, the Association will post a notice of the fee payable for support persons in the entrance to our building.

The Association may require a person with a disability to be accompanied by a support person if after consulting with the person and considering the available evidence, the Association determines that: 1. a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; AND 2. no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises exists. Any entrance fee will be waived for the support person in this case.

11.8 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, the Association will post a notice at the building entrance which will include the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

11.9 Training

The Association will provide training with respect to accessible customer service, accessibility standards, and the Human Rights Code as it pertains to persons with disabilities to our employees, volunteers, and any individuals who provide goods, services or facilities to the public on our behalf.

Training will also be provided to persons involved in the development of the Association's policies, practices, or procedures related to the provision of goods and services to members of the public.

Training will include a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* as well as the requirements of the Integrated Accessibility Standards Regulation 191/11, and the *Human Rights Code*.

Training will also include information regarding the following:

- a. interacting and communicating with people with various types of disabilities;
- b. interacting with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- c. the use of equipment or devices available on-site or otherwise, if any, that may help with providing goods or services to people with disabilities; and
- d. assisting a person with a disability who is having difficulty accessing the Association's goods or services.

11.10 Feedback Process

Individuals who wish to provide feedback on the way the Association provides goods and services to people with disabilities can provide feedback by telephone (905-846-0615), fax (905-846-0649), email (admin@peelpa.on.ca), mail (C/O: Chief Administrative Officer, Peel Regional Police

PRPA – POLICY MANUAL

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Association, 2233 Argentia Road, Suite 102, Mississauga, ON L5N 2X7, or in person. If requested, alternative accessible formats and communication supports will be arranged, where possible.

All feedback, comments, complaints, or suggestions will be reported to the CAO.

The CAO shall provide a response to all complaints received.

11.11 Notice of Availability

The Association may post a notice in our building entrance and/or on our website stating that this Policy and any related documents are available upon request in a format that takes into account a person's disability.

11.12 Association Policies, Practices, and Procedures

Any policy, practice, or procedure of the Association that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.