

[insert Organization]
ACCESSIBILITY POLICY

Definitions

1. The following terms have these meanings in this Policy:
 - a) **“Assistive Devices”** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids).
 - b) **“Disability”** – As per the *PEI Human Rights Act*, disability means a previous or existing disability, infirmity, malformation or disfigurement, whether of a physical, mental or intellectual nature, that is caused by injury, birth defect or illness, and includes but is not limited to epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on an assist animal, wheelchair or other remedial device.
 - c) **“Persons with Disabilities”** – Individuals who have a disability as defined under the *PEI Human Rights Act*.
 - d) **“Representative”** – Every person who deals with members of the public or other third parties on behalf of the Organization, whether the person does so as an employee, agent, volunteer or otherwise.
 - e) **“Service Animals”** – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
 - f) **“Support Persons”** – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to services.

Purpose

2. The purpose of this Policy is to describe how the Organization will provide its services to persons with disabilities.

Scope and Application

3. This Policy shall apply to Representatives. Failure to comply with this Policy may result in disciplinary action up to and including termination.

Commitment

4. The Organization will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - a) The services will be provided in a manner that respects the dignity and independence of persons with disabilities.
 - b) The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
 - c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the services.
 - d) Persons with disabilities may use personal assistive devices and/or support persons in the access of services.
 - e) When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person’s disability.

Practices and Procedures

5. To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing services to persons with disabilities, while following these four core principles:
 - a) Dignity

- b) Independence
- c) Integration
- d) Equal Opportunity

Assistive Devices

6. The Organization will ensure that staff is trained and familiar with various assistive devices that may be used by Persons with Disabilities while accessing the Organization's services. Every Representative shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access services.
7. The Organization currently provides the following types of assistive devices at its facilities:
 - a) Wheelchair ramps
 - b) Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities
 - c) TTY
 - d) Written documents/policies
 - e) Enlarged font on website
 - f) Audio component of website content

Communication

8. The Organization will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Service Animals

9. Service animals offer independence and security to many people with various disabilities. The Organization welcomes people with disabilities and their service animals on the parts of the Organization's premises that are open to the public.
10. Examples of service animals include:
 - a) Dogs used by people who are blind
 - b) Hearing alert animals for people who are deaf, deafened or hard of hearing
 - c) Animals trained to alert an individual to an oncoming seizure and lead them to safety.
11. Every employee and volunteer shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other reasonable arrangements to provide services shall be explored with the assistance of the person with a disability.
12. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to services. Other reasonable arrangements to provide services shall be explored with the assistance of the person with a disability.

Support Persons

13. Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the individual.
14. Persons with disabilities may be accompanied by their support person while accessing services. When applicable, support persons are permitted free admission to the Organization's events or premises.

Notice of Temporary Disruption

15. In the event of a planned or unexpected disruption to services or facilities for persons with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, the Organization will notify individuals 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.

Training for Representatives

16. The Organization will provide training to Representatives. Every Representative shall receive training on the following:

- a) The Organization's policies
- b) How to interact and communicate with people with various types of disabilities
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- d) What to do if a person with a disability is having difficulty in accessing the Organization's services

17. Representatives shall receive training within their first month of being engaged by the Organization. Ongoing training to changes of policies, procedures and new equipment will be provided. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

Feedback Process

18. Anyone who wishes to provide feedback on the way the Organization provides services to people with disabilities can contact the Board of Directors. Complaints can be submitted per the *Discipline and Complaints Policy*.

Review and Amendments

19. Review and amendments to this Policy will take place regularly. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policy History	
Approved	
Next Review Date	