

| STATEMENT of POLICY and PROCEDURE | | | |
|-----------------------------------|------------------------|-----------|------------|
| Manual | Human Resources | Issued | 27/06/2014 |
| Policy | Accessibility | Effective | 27/06/2014 |
| Issue To | All Manual Holders | Page | 1 of 4 |

| Version | Date of Issue | Summary of Changes | Submitted by |
|---------|---------------|-----------------------------|--------------|
| 1 | 27/06/2014 | Initial issue of the Policy | Jeanette M |

1 POLICY

1.01 Family and Children’s Services of Lanark, Leeds and Grenville (FCSLLG) is committed to providing accessible child protection services to the community. This commitment to meeting the needs of persons with disabilities exists in alignment with the key principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) of independence, dignity, integration and equality of opportunity. Disability is defined under this legislation by the Human Rights Code.

1.02 FCSLLG will develop and implement policies, procedures and practices concerning workplace accessibility, the use of assistive devices, service animals, and support persons. These policies and procedures will be documented in writing and made available to the public in accessible formats upon request.

1.03 FCSLLG will develop a multi-year accessibility plan in accordance with AODA regulation.

| STATEMENT of POLICY and PROCEDURE | | | |
|-----------------------------------|------------------------|-----------|------------|
| Manual | Human Resources | Issued | 27/06/2014 |
| Policy | Accessibility | Effective | 27/06/2014 |
| Issue To | All Manual Holders | Page | 2 of 4 |

1.04 FCSLLG will allow service animals and support persons to accompany people with disabilities in all areas available to the public, unless otherwise prohibited by law.

1.05 FCSLLG is committed to providing a workplace conducive to employees with disabilities.

1.06 FCSLLG welcomes all feedback from the public and employees regarding the accessibility of its sites and services provided.

1.07 The procedure will support a customer service philosophy of responsibility, accountability and efficiency of practices.

2 SCOPE

The policy and procedure applies to all employees in regards to their employment with the Agency as well as their interactions with stakeholders.

3 RESPONSIBILITY

3.01 All Staff:

- a) Understand their role and responsibilities within this policy and procedure and engage in behaviour that is consistent with their functional duties and relevant practice manuals, standards, guidelines and work routines.

| STATEMENT of POLICY and PROCEDURE | | | |
|-----------------------------------|------------------------|-----------|---------------|
| Manual | Human Resources | Issued | 27/06/2014 |
| Policy | Accessibility | Effective | 27/06/2014 |
| Issue To | All Manual Holders | Page | 3 of 4 |

b) Report to immediate supervisor all instances of non-compliance or the potential of non-compliance in respect of this policy, procedure and/or practice manual.

3.02 **Managers:**

- a) Enforce the accessibility policies and practices as set out by FCSLLG.
- b) Address any instances of non-compliance regarding this policy, procedure and/or practice manual.

3.03 **Senior Managers:**

- a) Develop and maintain policy and procedure related to accessibility in the workplace.
- b) Establish monitoring processes and facilitate oversight of the follow through on the practice manual processes and agreements established.

| STATEMENT of POLICY and PROCEDURE | | | |
|-----------------------------------|------------------------|-----------|------------|
| Manual | Human Resources | Issued | 27/06/2014 |
| Policy | Accessibility | Effective | 27/06/2014 |
| Issue To | All Manual Holders | Page | 4 of 4 |

4 PROCEDURE

4.01 Training and orientation will be provided to all new employees, volunteers, foster parents and all others who deal with the public or other third parties on behalf of FCSSLG.

4.02 Documentation will be recorded consistently as described in the practice manual.

4.03 The policies, procedures, multi-year accessibility plan and annual status reports will be available in accessible formats to the public upon request.

5 REFERENCES

5.01 Accessibility Practice Manual

5.02 Ontario Human Rights Code, 1962

5.03 Accessibility for Ontarians with Disabilities Act (AODA), 2005

- a) Ontario Regulation 429/07: Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005
- b) Ontario Regulation 191/11: Integrated Accessibility Standards made under the Accessibility for Ontarians with Disabilities Act, 2005