

# MICBA FORUM ITALIA COMMUNITY SERVICES POLICY AND PROCEDURE MANUAL

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<b>Manual for:</b>	Administration	<b>Category:</b>	Organization
<b>Approved by:</b>	Administrator	<b>Date:</b>	O: Aug. 2010 R: October 1 <sup>st</sup> , 2015
<b>Subject:</b>	Accessibility Policy	<b>Number:</b>	ADM-1-07

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## Policy

MICBA Forum Italia Community Services is committed to prevention, indentifying and removing barriers that impeded the ability of people with disabilities access to care and services. This includes residents, staff, families, visitors, volunteers, students and members of our community.

MICBA Forum Italia Community Services will strive to provide goods and services in a way that respects the dignity and independence of people with disabilities and will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

In June, 2005 the Ontario government passed the Accessibility for Ontarians Disabilities Act (AODA). The purpose of this enhanced Act is to develop, implement and enforce standards of accessibility for all Ontarians'. MICBA Forum Italia Community Services Accessibility Act is consistent with the AODA, 2005.

## Definitions

### **Assistive Devices and Measures:**

Assistive devices and measures are supports made available by providers to improve access to care for patients with disabilities. For example: wheelchairs, volunteers, sign language interpreters or deaf-blind interveners. Other examples include: Telephone Teletypes (TTY) to communicate with clients who are deaf of hearing, have speech impairments or are deaf-blind.

### **Barrier:**

A "barrier" is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

### **Personal Assistive Devices:**

For the purposes of this policy, Personal Assistive Devices are personal supports used by persons with disabilities that enable them to carry out the activities of living and allow access to services. Patient-owned equipment such as power-mobility devices (power wheelchairs or scooter) are regarded as Personal Assistive Devices.

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### **Service Animals:**

Service animals are used by people with many different kinds of disabilities. Examples of services animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

### **Support Person:**

A "Support Person" accompanies a person with a disability, in order to help them with communication, mobility, personal care or medical needs or with access to get services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability.

### **Disability:**

According to the Ontario Human Rights Code, a "Disability" is defined by as:

- a) 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.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability or a dysfunctional in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder.
- e) An injury for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. A barrier can be visible or invisible.

There are eight types of barriers that must be considered at all times:

- 1) **Architecture**
- 2) **Environment**
- 3) **Communication** (materials are not in languages other than English or necessary information is not provided regarding a service)

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- 4) **Attitudes** (Assumptions based on ethnicity, social status or age)
- 5) **Finances** (People cannot afford services)
- 6) **Transportation** (Staff or residents or their families cannot get to services or to work)
- 7) **Community Integration**
- 8) **Employment**

### Procedure

1. Encourage people with disabilities to use their own personal assistive devices to improve access to our programs and services.
2. Enabling people with disabilities to access our goods and utilize our services by offering assistive devices and measures on loan or for purchase through our supplier.
3. Communicating with a person with a disability in a manner that takes account his/her disability.
4. Allowing people with disabilities to bring their service animals with them to areas of the premises that are open to the public.
5. Permitting people with disabilities who use a support person to accompany them and ensuring that a person with a disability has access to his/her support person while on our premises.
6. Training staff, volunteers, students about the key principles and accessibility strategies and tools.
7. It is the responsibility of all staff to be attentive to the concerns of residents, their families and visitors and to resolve concerns related to accessibility.
8. Providing notice when facilities or services that people with disabilities rely on to access our services are temporarily disrupted.
9. Provide a forum at Resident's Council, Suggestion Box, open door communication with office staff to provide feedback on how programs and services, etc are received.
10. Complaints regarding accessibility shall be directed to the Program Director. The Program Director shall follow the compliant procedure to investigate and resolve complaints.

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11. Each year when the staff and Resident Satisfaction Survey's are tabulated, any accessibility issues will be referred to management and or the board.
12. The Program Director and or Executive Director will provide an annual report to the Board of Directors, identifying the areas it has addressed during the previous year.