


MANUAL: BOARD OF DIRECTORS	INDEX I.D.: A.7
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TITLE: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA, 2005)	ORIGINAL: NOVEMBER 28, 2011
APPROVAL:  BOARD CHAIR	AMENDED: JANUARY 25, 2017

A.7.1. Policy Statement

In fulfilling our mission, Lumacare strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place, and in a similar way, as other customers. Further, Lumacare is committed to identifying, preventing, and removing potential barriers for people with disabilities to participate as Board Members, or achieve access to information and communication surrounding Lumacare and its services.

Lumacare uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following four principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

Lumacare is committed to excellence in serving all Clients, including people with disabilities, and we will carry out our functions and responsibilities.

A.7.2. Purpose

The purpose of this policy is to fulfill the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and to establish a policy for Lumacare that governs the provision of its goods and services, communication, information and access to employment for persons with disabilities.

A.7.3. Scope

This policy applies to all Lumacare Board Members, ex officio Board Members, and all non-Board committee members.

A.7.4. Procedure

A.7.4.1. Communication

- a. Board Members will endeavor to do its best to communicate with people with disabilities in ways that take into account their disability.
- b. Board Members will complete training on how to interact and communicate with people with various types of disabilities.
- c. Board meeting materials will comply with AODA accessibility standards. Individual accommodation may be requested and provided for Board Members requiring further support in accessing Board meeting materials.
- d. The Lumacare website adheres to website and content conform with Web Content Accessibility Guidelines 2.0, Level AA.

A.7.4.2. Assistive Devices

- a. In circumstances where Board Members may communicate directly with Clients or families, Board Members will offer to communicate through email, relay services and written means if telephone communication is not suitable to the communication needs of their audience.
- b. Board Members will support resource allocation decisions for serving people who need assistive devices to obtain, use or benefit from its goods and services.

A.7.4.3. Use of Service Animals and Support Persons

- a. Board Members support Lumacare's commitment to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties.
- b. Board Members who require a service animal or support person, will be permitted to attend all Board meetings, committee meetings, or in camera sessions, with that service animal or support person present.

A.7.4.4. Design of Public Spaces

Lumacare will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces including:

- a. Service-related elements like service counters, fixed queuing lines and waiting areas.
- b. Outdoor paths of travel such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- c. Accessible off street parking.
- d. Outdoor public eating areas such as rest stops or picnic areas.

The Board of Directors will support resource allocation decisions to enhance space for the purpose of complying with standards established in the AODA.

A.7.4.5. Training for Board Members

Board Members will participate in Lumacare's AODA training within three (3) months of completing Board Orientation.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device, or require the assistance of a service animal or a support person.
- What to do if a person with a particular type of disability is having difficulty accessing Lumacare.

A.7.4.6. Feedback Process

The ultimate goal of Lumacare is to meet and surpass customer service expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Compliments and complaints are reported to Board Members for review through the Stewardship Committee and the Client and Family Advisory Committee.

A.7.5. Modifications to This or Other Policies

Lumacare is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Lumacare that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

A.7.6. References

Accessibility for Ontarians with Disabilities Act, 2005

A.7.7. Related Policies

Personnel Policies and Procedures Manual:

- B.3. AODA Customer Services Standard Policy
- B.4. AODA Integrated Standards Regulation Policy

