



Accessibility Policy

Providing Service to Persons with Disabilities:

Sistering is committed to excellence in serving all participants, including persons with disabilities.

Assistive Devices:

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication:

We will communicate with people with disabilities in ways that respectfully take into account their disability.

Service Animals:

We welcome participants with disabilities and their service animals.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Sistering does not charge a fee for anyone to use our services.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for participants with disabilities, such as washroom, showers, elevators, Sistering will notify participants promptly. A clearly posted notices will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available.

The notice will be placed at reception areas, washroom and shower doors and the elevator.

Training for Staff

Sistering will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All staff dealing with participants will be trained. This training will be provided to staff in the initial two week orientation.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the service standard.

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Sistering's plan related to the standard.

How to interact and communicate with people with various disabilities

How to interact with people with disabilities who use an assistive devices or require the assistance of a service animal or support person.

How to use the elevator to assist persons with disabilities.

What to do if a person with a disability is having difficulty in accessing Sistering's goods and services.

Staff will be trained when changes are made to our plan.

Feedback Process

Participants who wish to provide feedback on the way Sistering provides service to persons with disabilities can speak to staff or management, email or call staff or management, use the suggestion box, or attend monthly Town Hall.

All feedback will be directed to the appropriate the Executive Director or designate.

Participants can expect to hear back within two days.

Complaints will be addressed according to our regular complaint management procedures.

Modificaton to this or other policies

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

Last Reviewed: May 2013