

POLICY & PROCEDURE

Section: Service Delivery
**Accessibility for Clients with
Disabilities**

Policy Name: **Disabilities**

Creation Date: October 2014

Approved by:

Policy #: 230.1500

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Effective Date: October 17, 2014

POLICY

Thunder Bay Counselling, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Policy #230.1000 – Access to Service and [Policy #230.5000 - Diversity](#), is committed to excellence in serving all clients. This includes, but is not limited to, responding to the accessibility needs of people with disabilities in a timely manner and using opportunities as they arise to become more accessible.

PROCEDURE

1. The Director of Business and Finance, in consultation with the Executive Director and the Leadership Team, are responsible for ensuring compliance with the AODA.
2. All staff are responsible for responding to identified needs for accessibility for clients with disabilities. This may include personally addressing the need, where possible, or identifying the need to the appropriate manager.
3. TBC will ensure that staff are trained in and familiar with various assistive devices TBC may have available for the provision of service.
4. Every effort will be made to communicate with people with disabilities in respectful ways that take into account their disability.
5. Clients requiring service animals are welcome to bring their animals on-site in accordance with Policy #160.4700 – Animals in the Workplace.
6. A client with a disability who is accompanied by a support person will be allowed to have that person accompany them without any additional fee if a fee is applicable (Policy #180.3800 – Fees).
7. At any time, should there be a planned or unexpected disruption of services or facilities for clients with disabilities, TBC will notify clients promptly, including posting notice. The posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services where available.
8. TBC shall require that all staff and students who work directly with clients complete training within the first thirty (30) days of employment or placement. Such training will include:
 - a. A review of Policy 230.1500 Accessibility for Clients with Disabilities;
 - b. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
 - c. How to interact and communicate with people with various types of disabilities;

- d. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- e. How to use TBC's equipment or devices; and,
- f. What to do if a person with a disability is having difficulty in accessing TBC's services.

The training will be provided through the orientation process, [acknowledgement of key policies and procedures](#) and through the Ministry of Community and Social Services' "Serve-ability: Transforming Ontario's Customer Service" online training course.

Any changes to this policy will be shared in accordance with Policy #OF.3000 – Staff Knowledge of Policies.

- 9. Clients wishing to provide feedback on the manner in which TBC provides services to people with disabilities can do so through the processes outlined in Policy #220.2000 – Client Feedback and Input and Policy #220.2500 – Complaints.
- 10. TBC will notify the public that this policy is available by posting it on TBC's website.

RELATED DOCUMENTS

[Accessibility for Ontarians with Disabilities Act](#)
[Policy OF.3000 - Staff Knowledge of Policies](#)
[Policy 110.2300 - Acknowledgement of Key Policies and Procedures](#)
[Policy 160.4700 - Animals in the Workplace](#)
[Policy 180.3800 - Fees](#)
[Policy 220.3000 – Stakeholder Feedback and Input](#)
[Policy 220.2500 - Complaints](#)
[Policy 230.1000 - Access to Service](#)
[Policy 230.5000 - Diversity](#)