



**Villa Colombo Homes for the Aged Inc.**

<b>MANUAL:</b> Administration Manual	<b>DOCUMENT NUMBER</b> 01-01-33
<b>SECTION:</b> Governance & Administration	<b>DATE:</b> October 2011
<b>SUBJECT:</b> Accessibility for Ontarians with Disabilities Act (AODA) Accessibility Standard for Customer Service (Ontario Regulation 429/07)	<b>PAGE:</b> 1 of 7

## 1 Villa Colombo Accessible Customer Service Policy

Incorporated into Villa Colombo’s mission is the promise to ensure that residents and clients enjoy life to the fullest, with dignity and independence in a secure, home-like environment.

The mission of Villa Colombo is in harmony with both the objective of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) *Accessibility Standard for Customer Service*. These legislations prescribe that people with disabilities must receive equal access to services, goods and facilities, without discrimination and that goods and services be provided in a manner that respects the dignity and independence of people with disabilities.

The purpose of this policy is to define the requirements of the Accessibility Standard for Customer Service (The Standard) as they pertain to the nature of Villa Colombo’s operations. Procedures and practices will enable Villa Colombo representatives including all directors, staff, contract service providers, and / or volunteers to act on behalf of the organization to fulfill the requirements of The Standard.

### 1.1 Definitions

“accommodation” means providing alternate or adapted methods to attain equal access to goods and services or the same level of experience if a “barrier” exists and the existing method of providing access to said goods or services is not yet fully integrated and accessible to persons with disabilities



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“barrier” means 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 information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)

“disability” means, as defined by the Ontario Human Rights Code,

(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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

“assistive device” means any apparatus that helps a person with a disability to do a certain task and may include such examples as an alphabet board, cane, hearing aid, hoist, reaching device, scooter, text telephone, text-to-speech conversion software, walker, or wheelchair

“support person” means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility,



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personal care or medical needs or with access to goods or services and need not be a person who is paid for such support services in order to be considered a “support person”

“Private Companion” in the context of Villa Colombo’s Operating Policies means a person who is hired by a resident/client/substitute decision maker to complement the care provided to that resident/client by Villa Colombo, subject to Villa Colombo’s Companion Policy

“service animal” means a “guide dog” as defined by the Blind Persons Rights Act, or any other animal that is used by a person for reasons relating to a disability

## 1.2 Statement of Integration and Accommodation

Villa Colombo provides support for, and facilitates the accommodation of individuals with disabilities so that all residents, clients and guests may enjoy equal access to facilities, services and activities. Villa Colombo strives to eliminate or reduce the effect of any barriers including physical, environmental, attitudinal, communication or technological barriers that may prevent the full participation of persons with disabilities within the Villa Colombo community.

Where barriers to accessibility are identified, appropriate accommodation will be provided that respects the dignity of the individual with a disability, promotes integration and full participation, and ensures confidentiality. Where the most appropriate accommodation is not feasible or immediately practicable, an alternative accommodation might be implemented as an interim solution while the most appropriate accommodation is being phased in or implemented at a later date.



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In the development of new services, programming, or facilities, Villa Colombo will take into account the needs of persons with differing types of disabilities with the goal to achieve full inclusion.

### **1.3 Communicating with Persons with Disabilities**

When communicating with a person with a disability, representatives of Villa Colombo will communicate in a manner that takes into account a person's disability. Villa Colombo will provide training to staff on how to interact and communicate with people with various types of disabilities.

### **1.4 Alternate Accessible Formats**

Within a reasonable time after receiving a request by, or on behalf of a person with disabilities, Villa Colombo shall make a Villa Colombo form, document, or personal financial information such as accommodation fees or trust accounts, available in a format that is accessible to the person, unless it is not technically feasible to do so.

### **1.5 Assistive Devices**

Villa Colombo is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from goods or services.



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Villa Colombo will ensure that staff receive training and are familiar with various assistive devices that may be used by residents, clients and guests. Villa Colombo will also provide training to staff on the use of assistive devices available on the premises.

## 1.6 Service Animals and Support Persons

Villa Colombo is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our facilities that are open to residents, clients and guests. Villa Colombo will ensure that all staff and representatives are trained on how to interact with people who require a service animal.

In keeping with the goal of individualized and effective care, Villa Colombo supports families in their decision to hire private companions, in accordance with our *Companion Policy*.

Villa Colombo is committed to welcoming people with disabilities who are accompanied by a support person/private companion and at no time will a person who is accompanied by a support person/private companion be prevented from having access to his or her support person/private companion.

Where matters of privacy are concerned with respect to personal or medical information that may be discussed, Villa Colombo must obtain the consent of a resident/client/substitute decision maker to allow a support person/private companion to be present and Villa Colombo may require the support person/private companion to sign a confidentiality agreement.

Villa Colombo will provide notice in advance of any fees charged to support persons / private companions, if an event or activity has a fee associated with it.



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## 1.7 Temporary Disruption of Services

Villa Colombo will provide residents/clients/substitute decision makers and guests with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, such as elevators or accessible parking spaces.

Notification will be emailed to staff. Notices will be placed at public entrances and on internal notice boards, delivered to bedsides and broadcast on the overhead paging system. Disruptions lasting longer than 24 hours will be advised on internal television network “Villa Bella” and distributed via voice mail using “Synervoice”. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## 1.8 Feedback

Villa Colombo has a process for receiving feedback about the way we provide services to people with disabilities in accordance with our Complaint Policy, which specifies the action that Villa Colombo staff and directors will take upon receiving feedback.

Feedback will be accepted in person, by telephone, in writing, by email, or an alternate format, upon request. Feedback will be documented using the “Compliment Suggestion Concern” form. Villa Colombo staff will be pleased to provide assistance completing this form if assistance is required.

We will respond to all feedback within 10 business days, according to our Complaint Policy and our response will be in a format that respects the communication preference of the person with a disability.



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## 1.9 Documentation & Training

In accordance with legislation, a copy of documents pertaining to the AODA Accessible Customer Service Standard will be made available upon request and notice about their availability will be posted at Reception Areas and on the Villa Colombo website. Documents will be provided in a format that takes into account a person's disability, and alternate formats will be prepared upon request.

In accordance with legislation, Villa Colombo will ensure all representatives receive training on the purpose and requirements of The Standard including:

- how to interact and communicate with people with various types of disabilities
- how to interact with people who use and assistive device or require the support of a service animal or support person
- how to use equipment or assistive devices available on Villa Colombo's premises
- what to do if a person with a particular type of disability is having difficulty accessing Villa Colombo's services
- Villa Colombo's policies, practices and procedures relating to The Standard

Training will be provided as soon as practicable upon the person starting their position, and will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities. As required, Villa Colombo will also keep records of the training provided and include the dates on which training was provided.