

# Royal Terrace

## **Policy**

Royal Terrace is committed to eliminating barriers and improving accessibility for people with disabilities.

It is the policy of Royal Terrace that people with disabilities achieve accessibility in the provision of services provided by Royal Terrace and its contractors, consistent with the principles of independence, dignity, integration and equality of opportunity.

## **Purpose**

Royal Terrace strives to assure our community that the organization is addressing barriers that prevent residents, their families and prospective residents from receiving services. The organization also strives to assure that it is addressing barriers that may prevent staff from doing their jobs efficiently and effectively. For the purpose of open communication, Royal Terrace holds an open door policy. All staff, residents, volunteers, contractors, family members, and visitors are welcome and encouraged to discuss any questions or concerns with management staff, either in person, in writing, or over the phone.

## **Definitions**

### Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing services

### Disability

The definition of the term “disability” for the purpose of this policy, is defined in the *Ontario Human rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

### Service Animal

Any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.

### Contractor

For the purpose of this policy, a “contractor” is defined as an individual or company that is being paid (contracted) to provide goods or services on Royal Terraces’ behalf. This policy applies to all contractors who interact with the tenants on behalf of Royal Terrace.

### Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. This person can be a paid support worker, a volunteer, a friend, or a family member.

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## **Process:**

- Royal Terrace management team will gather input and insight regarding barriers from staff, residents, volunteers, contractors, family members and visitors on an on-going basis. Barriers will be noted on the Accessibility Plan Tracking Tool, kept in the Accessibility Binder located in the Meeting Room, and strategies discussed in order to eliminate barriers in a practical and timely manner.
- Each year, when the Staff and Resident Satisfaction Surveys are tabulated, any accessibility issues will be referred to the management team.
- Any accessibility issues identified during compliance surveys will be referred to the management team.
- The Resident Council, Family Advisory Council, or any employee group or committee is welcome throughout the year to refer issues for consideration to the management team.
- The management team will provide a summary and complete a review of all accessibility issues twice annually, at the Performance Review meetings.
- Royal Terrace always ensures that the facility employs adequate human resources in all areas to operate and maintain continuity of care and services. Issues and concerns are discussed at the weekly and monthly Director's Meetings.
- All department directors have adequate resources, supplies and equipment to provide care and services.
- A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefitting from Royal Terraces' goods and services, unless said device may pose a risk to the health and safety of themselves or others, in which case Royal Terrace may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefitting from services, where such other measures available.
- Royal Terrace shall accommodate the use of service animals by people with disabilities, unless the animal is otherwise excluded by law. It is the responsibility of the person with a disability to ensure that their service animal is in good health, does not pose a risk to the health and safety of others and is under their care and control at all times.
- Where a person with a disability is accompanied by a support person, Royal Terrace shall ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person while on the premises. The support person can be a paid support worker, volunteer, a friend or a family member.
- When communicating with a person with a disability, Royal Terrace shall do so in a manner that respects the person's dignity and independence. When providing a document to a person with a disability, Royal Terrace will provide the document, or the information contained in the

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document, in a format that takes the person's disability into account. Every attempt will be made to provide documents in alternative format within a reasonable time frame.

- Temporary disruptions at Royal Terrace may occur due to reasons that may or may not be within Royal Terraces control or knowledge. Royal Terrace will make reasonable efforts to provide notice of disruptions to all parties.
  
- Royal Terrace will ensure that all employees and volunteers receive appropriate training on customer service requirements in regard to people with disabilities. The format of training will vary based on individual circumstances and records of training will be kept. Please see Royal Terraces "Training Policy on Accessibility and Customer Service" for more information.
  - Third party contractors who deliver goods and services on behalf of Royal Terrace are also required to ensure that they meet legislative requirements of accessible customer service and that they have read, understood and acknowledged Royal Terraces Accessibility Policy.
  
- Feedback from Royal Terrace tenants/residents and members of the public is encouraged and welcome. Feedback about Royal Terraces delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. Feedback received will be documented, responded to and tracked