

Accessibility Policy

CATEGORY	Administration and Organization	NUMBER	A – 21
SUBJECT	Accessibility Policy	DATE	O – Feb. 2010 R – November 2023 R-May 2024

Overview

The Children’s Treatment Centre of Chatham-Kent (CTC-CK) is committed to providing an accessible experience to all clients and their families, staff members, residents, and visitors, and to treat everyone with dignity and respect.

To do this, we must recognize the diverse needs of all of our residents, including the needs of people with disabilities. We are 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 people that best meet their needs.

Every person’s experience should be positive regardless of their disability. It should be flexible and meet the needs of the individual. We need to understand that some methods of service may not work for everyone and allow for opportunities to leave comments or suggestions on how to improve our services.

The Accessibility for Ontarians with a Disability Act (AODA), 2005

The purpose of the AODA is to develop, implement, and enforce accessibility standards to make the province accessible for all people with disabilities. The target date for reaching this goal is January 1, 2025.

The AODA has five standards and some general requirements which are included in the Integrated Accessibility Standards (O.Reg.191/11) (IASR). These standards include:

1. Information and Communication Standards
2. Employment Standards
3. Transportation Standards
4. Design of Public Spaces Standards
5. Customer Service Standards

To read and review in full the Integrated Accessibility Standards (O.Reg.191/11) please visit <https://www.ontario.ca/laws/regulation/110191#BK1> In accordance with the AODA Act, the Children’s Treatment Centre of Chatham-Kent ensures all strategies and policies that are developed align with the AODA, the IASR, and it’s five standards and will continue to enhance accessible services for all.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

CTC-CK will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

CTC-CK maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Actions

One of the requirements of the IASR is to develop, implement and maintain a multi-year accessibility plan that outlines strategies to prevent and remove barriers and meet the

requirements of the IASR. The Children's Treatment Centre of Chatham-Kent Accessibility Advisory Committee has established an Accessibility Plan to address and develop actions needed. The CTC-CK Accessibility Plan can be found on the CTC-CK website. The Centre is responsible for complying to and addressing the multi-year accessibility plan and following the AODA standards. In partnership with the Inclusion, Diversity, Equity, Accessibility Committee (IDEA) and centre administration, the Centre will work to improve the gaps in accessible standards/ services and will maintain the ongoing efforts of the Accessibility Plan and review and update accordingly.

CTC-CK strategies, guidelines, and policies will be reviewed and updated on an ongoing basis and the Accessibility Policy (A21) along with the Accessibility Plan will be updated to reflect those revisions. In alignment with the accreditation cycle, all new policies will reflect diversity, equity, inclusion, and accessibility legislation.

Approved By:

A handwritten signature in black ink that reads "Donna Litwin-Makey". The signature is written in a cursive, flowing style.

Donna Litwin-Makey, Executive Director

Dated: November 27, 2023