

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Accessibility Plan 2026-2030

The ASBHNHH Commitment to Accessibility

ASBHNHH is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. The organization is an equal opportunity employer fully dedicated to accommodating employees who have disabilities.

Introduction

The AODA legislation was put into place to break down barriers and obstacles which keep people with disabilities from easily managing basic activities that are fundamental to their daily lives. The legislation identifies the mandate to have a fully accessible Ontario by 2025. Under the Act, five standards are being developed that will help to alleviate barriers for people with disabilities. The standards include; Customer Service, Information and Communications, Employment, Transportation and The Built Environment. The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton is committed to the identification, removal and prevention of barriers for all stakeholders.

The following plan addresses:

- The AODA (Accessibility for Ontarians with Disabilities Act).
- Accessibility at our locations.
- How to interact and communicate with customers who have disabilities.
- How to serve a customer if their service animal is not allowed because of another law.
- Disruptions in service.
- Identified barriers to the provision of service.
- Actions to be taken to resolve the identified barriers.
- Feedback and evaluation process.

Our Mission

People with dementia are at the centre of everything we do.

Our Vision

Every community is dementia-friendly.

Definitions

Disability:

Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions. A disability may have been present at birth, caused by an accident, or developed over time. Section 10 of the *Code* defines “disability” as:

1. 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,
2. A condition of mental impairment or a developmental disability,
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

See more at: [2. What is disability? | Ontario Human Rights Commission \(ohrc.on.ca\)](https://www.ohrc.on.ca/en/what-is-disability)

Accessibility:

Accessibility means giving people of all abilities opportunities to participate fully in everyday life. Almost one in four people in Ontario has a disability. That’s over 3.2 million Ontarians. Source: <https://www.ontario.ca/page/how-make-customer-service-accessible#foot-1> updated in October 2022. This number is expected to rise as our population ages. Planning is crucial for good access now and in the future.

Assistive Devices/Technology:

Assistive devices are the adaptive and rehabilitation devices that aid people with disabilities. Assistive technology includes but is not limited to: electronic medical records, electronic gaming equipment, communication devices for clients, eBook readers, screen reading software for computers, adaptive telephones, wander guard equipment, sensors for doors, adaptive mouse devices for using computers, voice recognition software.

Guidelines

1. Assistive Devices

We will ensure that our staff are trained and familiar with the various assistive devices on site, that we provide, and that may be used by customers with disabilities while accessing our goods or services. We will also engage actively with our clients in order to facilitate and support the use of their personal assistive devices in service delivery.

Client need for assistive technology is assessed individually based on identified needs and aspirations. Supports may include but are not limited to:

1. Automatic door openers where available, and staff assistance at all locations, as needed.
2. Augmentative communication devices including word boards, dedicated voice output systems and laptop/desktop computers.

3. Signaling devices such as large button call bells.
4. Powered mobility systems, including scooters and power wheelchairs, including tilt, power actuated leg rests; may include joystick, switch access, chin control, voice recognition or proximity switch.
5. Adapted telephones.
6. Skill based training for individual computer system.
7. Wander strips and signs to alert potentially unsuitable or unsafe areas.

2. Procuring or Acquiring Goods, Services or Facilities

The ASBHNHH will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is not possible, the agency is responsible for providing an explanation as to why upon request.

3. Communication

We will communicate with a person in a manner that takes into account their disability. This may include the alternating use of verbal or written information, adjusting the speed and volume of oral communication, and the use of alternative formats as identified by the client or individual. Requirements for augmentative or alternative communication will be documented.

Our website conforms to AODA requirements and is supportive of requirements resulting from disability.

4. Service Animals

Service animals are welcome at our locations and are permitted in all public areas unless otherwise excluded by law. Service animals must always be under the constant care and control of their handler.

Serving a customer when their service animal is not allowed due to law:

Where an animal is excluded by law from our premises, employees will explain why the animal is excluded. Exploration or discussion with clients regarding other methods of providing goods or services will be conducted. For example:

- Bring goods or services to the person in a part of the premises where the animal is not restricted
- Offer a safe location where the animal can wait, if the person is able to be separated from the animal while obtaining the service, and offer assistance to the person with a disability while they are separated from the service animal.

An example of an area where service animals are prohibited to enter is the kitchen area.

5. Support Persons

A person providing support to a client with a disability is welcome to accompany them on our premises.

6. Disruptions in Service

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, the ASBHNHH will provide notification promptly. This clearly posted, broadcast, or circulated notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This posting will be placed in a conspicuous place on the premises of the affected program, or by other reasonable methods dictated by the circumstances and client needs. If the disruption is anticipated, we will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

7. Training

The ASBHNHH provides training to all employees, volunteers and others including third parties who deal with the public on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services. This training will be provided during orientation to staff/volunteers upon start. *Training will include but is not limited to:*

Accessibility Act:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, as well as the requirements of the customer service, information and communications, employment, transportation, and built environments standards.

Customer Service Standard:

- 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.

Integrated Standard (Employment, Transportation and Communication):

- How to use the various types of equipment available that may help with providing goods or services to people with disabilities.
- All staff receive general training on accessibility standard requirements and the Ontario Human Rights Code regardless of their level of contact with clients and the public.
- Role specific training appropriate to job duties.
- Scope of responsibility and accountability.

Built Environments Standard:

- Training in the identification and removal of physical barriers in the physical environment.

Client Specific Training:

- Training as required if a client has augmentative communication needs or specialty devices (i.e. Client specific mobility devices);
- What to do if a person with a disability is having difficulty in accessing the ASBHNHH's services.

Staff will also be trained on the contents of our Accessibility Plan and when changes are made to our accessibility plan.

8. Feedback Process

Both the public and any stakeholder can provide feedback on the accessibility of the provision of goods and services through:

- Service and Accessibility Feedback info on Website
- Telephone: 519-428-7771
- By email: hr@alzda.ca
- By mail addressed to:

ASBHNHH -Human Resources
645 Norfolk Street North
Simcoe Ontario N3Y 3R2

ASBHNHH takes the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- Use of focus groups and feedback surveys for its programs and services
- Use of a Complaint Process on our website. Feedback@alzda.ca
- All feedback will be triage by the CEO

9. Notice of Availability

The ASBHNHH will notify both the public and our clients that our policies related to accessibility are available upon request through our website and at our individual locations.

10. Employment

The ASBHNHH employment practices, including recruitment and selection, performance management, opportunities for career development, workplace accommodations and adjustments to emergency procedures, are developed to ensure safety, fairness and equity for persons with disabilities to the maximum extent possible.

Additional practices conducted by the ASBHNHH that relate to accessibility include:

- Every 5 years an accessibility audit and plan for removal of barriers will be completed.
- AODA training involving a review of common barriers and engaging in discussion with new employees.
- Offices arranged to be accessible to clients and visitors.
- Continually working to provide accessibility enhancements (i.e. door openers) for clients and visitors.
- Ensure that all employees completed dementia training.
- Include a standing item on Leadership Team' Agenda to talk about how to improve accessibility.
- Apply for grants to increase accessibility of our physical offices

Accessible formats of this document are available upon request.