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Accessibility Feedback Process

Purpose:

The purpose of this policy is to ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.

Scope:

This policy applies to clients, employees, placement students, and volunteers of Youth Habilitation Quinte Inc. (Youthab) and any contractors and subcontractors engaged by Youthab.

References:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)

Definitions:

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

"Accessible information and communications" means considering accessibility and all ability levels when planning information and communications and giving people adequate time to process and reply to information provided.

"Accommodation" means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

"Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communications.

"Communications" means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

"Dignity" means that service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

"Disability" means:

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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or reliance on a service 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.
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.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

"Equal opportunity" means that service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

"Independence" means when a person is able to do things on their own without unnecessary help or interference from others.

"Information" includes data, facts and knowledge that exists in any format, including text, audio, digital or images and that conveys meaning.

"Integration" means that service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

"Internet website" means a collection of related web pages, images, videos, or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

"Reasonable efforts" means taking approaches that meet the required needs of the individual.

"Web Page" means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

Responsibility:

Supervisors are responsible for ensuring that all employees follow the guidelines set out in this policy.

Supervisors are also responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedures.

All employees, placement students, volunteers, contractors and subcontractors, and any other person acting on behalf of Youthab and responsible for adhering to and following the guidelines set out in this policy.

Policy:

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, (IASR) came into force July 1, 2011. The regulation establishes accessibility standards for Information and Communications. Youthab is included in the regulation's definition of an "obligated organization" and must comply with the feedback requirements of the regulation beginning January 1, 2014.

Upon request, Youthab will provide or will arrange for the provision of accessible formats and communication supports in its feedback processes to ensure that these processes are accessible to persons with disabilities in a timely manner.

Youthab will notify the public about the availability of this feedback process in accessible formats and with communication supports.

Youthab encourages and appreciates feedback and comments on the manner in which it provides its information and communications to people with disabilities.

Procedure:

Youthab has developed a process and a form for clients and the public to provide feedback on how the organization is providing accessible information and communication that meets their needs. That process includes how we respond to such feedback in a timely manner.

The process consists of the following:

- Information will be posted at Youthab's offices and placed on Youthab's website inviting users of its services or the public to provide feedback on their experience with or concerns about the information and communications including all types of agency documentations received or used.

- Printed information is available inviting people with disabilities to provide feedback on their experience or concerns about the accessibility of Youthab's information and communications and documentations used. The **Accessibility Feedback Form**

(Attachment 1 or Sharepoint/Human Resources/Accessibility) is used for that purpose. This form can be emailed, faxed, or mailed.

- Those wishing to make feedback comments can do so:
  - Electronically (by email) at the email address: jenniferc@youthab.ca
  - In person and verbally, at our offices at 210A Front Street, Belleville, Ontario
  - By telephone at 613-969-0830
  - In any other format necessary that meets the need of the person with a disability.

Regardless of which process is used to provide feedback, the Accessibility Feedback Form will be used to record and track feedback. The form will either be filled in directly by the person providing the feedback or by the person receiving the feedback.

Employees must ensure that feedback provided is dealt with immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken.

Youthab will respond to the feedback using the same format in which it was received. Individuals providing feedback can expect a response within thirty (30) business days. Complaints will be addressed according to procedures already established in Youthab's complaint policies and procedures.

Youthab will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.

Employees must record and retain all feedback received and note when it was submitted, how it was submitted, who received the feedback, what was requested, when and how it was dealt with, by whom and when, and if the feedback was dealt with to the satisfaction of the client.

This policy has been developed to provide accessible services to clients with disabilities. If anyone has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting the Administration and Community Services Manager at Youthab.

This policy will be available on the agency's website.

This policy is available in an alternative format upon request.

As part of the orientation process, new staff, placement students and volunteers will sign the Feedback Process policy sign off sheet indicating that they understand and agree to abide by the Feedback Process policy. A signed copy will be retained in the employee's, placement student's and volunteer's personnel file.

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ACCESSIBILITY FEEDBACK FORM

Let us know how we are doing. Your feedback will help us improve the way we provide services to everyone who accesses our services.

Date: _____ **Time of Visit:** _____

How accessible were the consumer services that were provided to you?

- ☐ Very accessible
- ☐ Accessible
- ☐ Neither accessible nor inaccessible
- ☐ Inaccessible
- ☐ Very inaccessible
- ☐ Unable to comment

How accessible was the information and communications that were provided to you?

- ☐ Very accessible
- ☐ Accessible
- ☐ Neither accessible nor inaccessible
- ☐ Inaccessible
- ☐ Very inaccessible
- ☐ Unable to comment

Comments:

Contact Information (optional)

Name: **Phone:**

Address: **Email:**

THANK YOU FOR YOUR FEEDBACK

This document is available in an alternate format upon request.