



## **ACCESSIBILITY POLICY**

### **Statement of Organizational Commitment:**

Senior Homecare By Angels strives to commit excellence in serving and providing goods, services, and facilities to all clients including people with disabilities. We understand the obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards. We treat people with disabilities in a way that enables them to retain their independence and dignity, and believe in integration as well as meet their needs in a promptly manner.

Senior Homecare By Angels created and made public a commitment of statement, and it is still ongoing. As per IASR under AODA, 2005, we require to create written accessibility policies and make them publicly available.

This policy applies to all SHBA clients, employees, staff, contractors, volunteers (if applicable), agents, or third-party vendors that are in contact with SHBA clients and or staff.

## **Training:**

We are committed to training all employees and staff in customer service in a way that is accessible in meeting the regulations in Ontario and in all aspects under the Ontario Human Rights Code that pertains to persons with disabilities, and will maintain records of training that was delivered.

- All persons who participate in developing the agency's policies
- All persons who provide goods, services or facilities on behalf of the agency
- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Ways of communication and interaction with people who have different types of disabilities
- Ways of interactions with people with disabilities who use an assistive device or require of a service animal or support person
- Ways to use an equipment or devices such as personal assistive devices, wheelchairs, walkers, and other equipment

## **Assistive Devices:**

In case where the assistive device might not be available due to some health and safety concern or not permissible for other reasons, we will take into consideration of taking another measures to ensure the person with disability can have access to our goods, services, or facilities. We can provide other measures such as company wheelchair, cane, walker, and other equipment. We will ensure our staff are trained with different assistive devices, and if applicable, will hire a professional trainer to train our staff.

## **Communication:**

We communicate with people with disabilities and consider their account. Some different ways that we communicate are either face to face, on the phone, or in writing with a use of a normal tone of voice, being polite and patient. We can ask them what kind of help they need for communication, offer assistance if necessary as well as flexibility. We treat people with respect and consideration and in a way that they would want to be treated.

## **Service Animals:**

We welcome people with disabilities and their service animals. If service animals are prohibited by another law, we will explain why the animal is excluded, and discuss with the customer another means of providing goods, services, or facilities to ensure people with disabilities can have access.

## **Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises, and there is no fee or charge for support persons. We can notify customers by posting a notice on our office on-site premises.

## **Notice of Temporary Disruption:**

Senior Homecare By Angels office building have elevators and front entrance ramp to get inside the building. During an event of a planned or unexpected disruption, there is a notice posted on the front door main

entrance that will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## **Feedback Process:**

Senior Homecare By Angels welcomes feedback on how we provide accessible customer service. Feedback may be provided by:

Mail to: Senior Homecare By Angels

1111 Finch Avenue West

Suite # 453

Toronto, ON M3J 2E5

Send email to: [info@seniorhomecaretoronto.ca](mailto:info@seniorhomecaretoronto.ca)

Members of the public, visitors, clients or other stakeholders who wish to provide feedback on the way we provide goods and services to people with disabilities can contact us either by mail or email. Customers can expect to hear back in 7 business days.

## **Notice of Availability of Documents:**

We can provide documents that are related to accessible customer service upon request in accessible format in a timely manner, at no additional cost.

## **Information and Communications:**

We have a process for receiving and responding feedback. Our process is accessible to individuals with disabilities upon request, and will provide accessible formats in a timely manner, will take into their consideration due to disability at no cost.

Our agency's internet website and social media meet the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment:**

We provide accommodations to employees, job applicants, and the public during recruitment and hiring, and if they need an individualized accommodation plan, we can arrange provision that suits their accommodation. Senior Homecare By Angels has a return to work process for employees who have been absent from work due to illness, injury, or disability, and we provide disability-related accommodations for return to work if they require it, where appropriate.