

University Settlement Policy			
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Issued:	February 23, 2010	Effective:	February 16, 2010

POLICY STATEMENT/PURPOSE

This Accessibility Policy has been developed to ensure the equitable provision of services to persons with disabilities at University Settlement and to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005, and any updates to this Act

SCOPE

University Settlement shall make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. All University Settlement services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our services.
4. When communicating with a person with a disability, University Settlement shall do so in a manner that takes into account the person's disability.

GUIDELINES

A. Use of service animals and support persons

1. If a guide dog or other service animal accompanies a person with a disability, University Settlement shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.
2. If a support person accompanies a person with a disability, University Settlement shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
3. University Settlement may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

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B. Notice of temporary disruptions

- If, in order to use or benefit from University Settlement's services and programs, if there is a temporary disruption in those facilities or services in whole or in part, University Settlement shall give notice of the disruption to the public. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

C. Training for staff

- University Settlement shall make a good faith effort to ensure that employees and volunteers receive training about the provision of its services to persons with disabilities and shall keep records of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

D. Feedback Procedure

- University Settlement has in place a Complaints Policy, which allows an individual to voice a concern about programs.