

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-107
Subject : Service Disruption		Effective Date: May 2015
Standard: Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	Authority: CEO	Supercedes: June 2014, June 2021 November 2023
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1.0. POLICY STATEMENT

Belvedere Heights is committed to serving people with disabilities. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will ensure disruptions to services or facilities are communicated promptly, in an accessible manner and include key information to ensure we uphold this commitment.

2.0 DEFINITIONS

2.1 Disability:

2.1.1 Any degree of physical 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.

2.1.2 A condition of mental impairment or developmental disability.

2.1.3 A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.4 A mental disorder.

2.1.5 An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

3.0 EQUIPMENT

3.1 N/A

4.0 PROCEDURE

4.1 In the event of interruptions to service or access, Belvedere Heights will communicate these to the public in advance whenever possible.

4.2 If prior notice of disruption to services or access is not possible, communication will be completed as soon as practicably possible.

4.3 Communication will include information about:

4.3.1 The type of and reason for disruption

4.3.2 Expected duration

4.3.3 Alternate access points

4.3.4 Alternate supports available

4.3.5 Who to contact to obtain additional information

4.4 Communication will be made available using as many platforms as possible to support accessibility of information. These may include but not be limited to:

4.4.1 Belvedere Heights website

4.4.2 Social media platforms

4.4.3 Postings at public entrances

4.4.5 Staff seated near entrances will have ability to answer questions or contact others for additional supports

4.4.5.1 The nature of the person's disability will be considered during all interactions and communication will be adjusted accordingly.

5.0 OUTCOMES

5.1 Negative impacts of interruptions to access or services will be minimized through early, clear, and multi-faceted communication which take into account the nature of the person's disability.

6.0 REFERENCES

6.1 O. Reg. 429/07, s.4 (8)

