



Accessibility Policy

This policy has been developed to meet the requirements of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) whereby small non-profit organizations (fewer than 50 employees) set out guidelines by which they will become more accessible.

Note that organizations such as PEFAC are not required at this time to be physically accessible to persons with disabilities. This policy acknowledges that there are challenges to physical accessibility within PEFAC's facilities and that only portions of the site/facilities (and therefore only some programs and services) are fully accessible.

Definition

Throughout this document, **Members** is defined to include all annual and short-term members, all program participants and any other persons who make use of PEFAC facilities or its programs. **Staff** is defined as anyone directly retained by PEFAC, either as an employee or as a contract employee.

Purpose

The purpose of this Accessibility Policy is to set out how PEFAC will meet the requirements of the AODA act. The policy applies to all members, staff and volunteers who are involved with PEFAC. PEFAC will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal

opportunity, to the extent we are able given the realities of our facilities.

Definitions

Disability - Disability means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental illness, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act of 1997

(Source: Accessibility Policy; YMCA of Greater Toronto)

Accessible Formats – This may include large print, recorded audio and electronic formats and other formats used by people with disabilities.

Assistive Devices – This is anything that helps a person with a disability do everyday tasks and activities. Assisted devices include digital audio players, hearing aids, mobility devices (such as scooters, walkers, crutches, white canes, oxygen tanks) and speech generating devices.

General Policies

1. PEFAC will establish, maintain and implement policies and procedures in accordance with AODA's Customer Service Standards. This includes:
 - a. Providing training about providing goods, services and facilities to persons with disabilities to staff and volunteers, people involved in developing accessibility policies and people providing goods and services on behalf of the organization.
 - b. A commitment to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.
2. Persons with disabilities will be permitted to do things in their own ways and at their own pace while accessing PEFAC's facilities and programs, as long as it does not present a safety risk to themselves, other users or staff.
3. Persons with disabilities may use their own assistive devices as required when accessing PEFAC's facilities and services, as long as they do not present a safety risk to themselves, other users or staff, with the following provisions:

- a. given the restricted space in PEFAC's cardio and weight room, PEFAC staff have the right to limit the size and nature of the assisted device used, and/or to request that the person with disabilities use the space at a slow time, and/or have a support person to assist as required.
- b. PEFAC will be notified at least 12 hours in advance if a large assistive device (e.g. scooter, motorized wheel chair) is planned to be used to access the swimming pool so that staff can make the appropriate arrangements for suitable access and egress.

The provision, use and safety of these devices is the responsibility of the person with a disability and/or their support person.

4. Members or staff with a disability that are accompanied by a guide dog, service animal or service dog will be allowed to access PEFAC facilities. "No pet" policies do not apply to guide dogs, service animals or service dogs. If requested, the person with the disability will provide the appropriate documentation to illustrate the status of the animal. Support animals are not permitted. The owner of the guide dog, service animal or service dog, and/or their support person, must have full control of the animal, and full responsibility for its care and behaviors, at all times when the animal is on the premises.
5. Any person (member or staff) with a disability may be accompanied by their support person who will be permitted

to access PEFAC free of charge. The support person will be able to use a service or participate in a program in conjunction with the member with a disability, but not on their own. The support person will be allowed to have access to the member as required.

Support persons will be required to register as a facility user and sign the user waiver. Support persons are only permitted to enter PEFAC facilities for the purpose of providing assistance to members with a disability; they are not permitted to provide services that could be provided by PEFAC, such as swimming lessons or personal training.

There may be occasions when PEFAC requires, for reasons related to the safety of the member with the disability, other members or staff, a person with a disability to be accompanied by a support person, for example for members who may have experience confusion or agitation that is best handled by a support person familiar with their situation. In such a situation, if a support person is not available, PEFAC has the right to deny entry to the person with a disability until such time as a support person is available. This decision will be made by the General Manager after all attempts have been made to accommodate the person with the disability.

6. In certain situations, for the safety of the member with the disability, staff or other members, it may be necessary to disclose confidential information about the member with the

disability. That member's consent will be obtained before doing so.

Additional Policies Related to Employees with Disabilities

PEFAC will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace accommodations to employees who have a disability. We will also provide customized emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Employers can legally ask for information about the functional limitations of a disability and the type of accommodations needed to perform essential job duties, and PEFAC will do so as needed. However, PEFAC will not ask for specific medical diagnosis.

PEFAC's Hiring Package provides a form to be completed by employees with disabilities that describes any special assistance or accommodations that the employee would need in case of an emergency, for example, the evacuation of the building.

The Hiring Package also includes a document, to be signed by the employee with the disability, providing consent to share their

personal emergency response plan with a person or persons designated to support them in an emergency.