

Accessibility

Community Living Greater Sudbury is committed to conform to all aspects of the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code and strives to provide barrier free services, accommodations, and employment. Community Living Greater Sudbury recognizes that the key principals of accessibility are independence, dignity, integration, and equality.

USE OF ASSISTIVE DEVICES

Community Living Greater Sudbury recognizes that some people who have a disability use assistive devices (i.e. wheelchairs, mobility aids, hearing aids, etc.) in order to access services. Community Living Greater Sudbury is committed to supporting people in their need to use their assistive devices to obtain, use, or benefit from its services. If necessary, Community Living Greater Sudbury will make every effort to provide alternate service methods to accommodate individual needs (i.e. large prints, audio tools, etc.).

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

When communicating with a person who has a disability, Community Living Greater Sudbury will communicate in a manner that considers the person's disability and shall do so in a manner that is respectful of the person. When requested, Community Living Greater Sudbury will provide or arrange to provide accessible formats and communication supports for information needed. This also includes employees who have disabilities and who may need communication supports to perform his or her job and access information that is generally available to other employees. Emergency, evacuation procedures and other safety plans will be made available in accessible formats upon request.

SERVICE ANIMALS

Community Living Greater Sudbury recognizes that some people who have a disability may require the use of guide dogs or other service animals in order to access services. People who have a disability who are accompanied by a guide dog or other service animal will generally be permitted to enter Community Living Greater Sudbury's premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from the premises, Community Living Greater Sudbury will make reasonable efforts to arrange alternative ways for the person to obtain, use or benefits from its services.

The person who has a disability is responsible for the care and control of the service animal at all times.

SUPPORT PERSONS AND ADMISSION FEES

Community Living Greater Sudbury recognizes that some people who have a disability rely on support persons for assistance while accessing services. A person who has a disability who is accompanied by a support person will be allowed to enter Community Living Greater Sudbury's premises together with a support person and will not be prevented from having access to a support person while on the premises. If Community Living Greater Sudbury charges an admission fee in connection with a support person's presence at an event or function to meet the health and safety needs of a person who has a disability, Community Living Greater Sudbury will waive the admission fee.

DISRUPTIONS TO SERVICE

In the event of a planned or unexpected disruption to Community Living Greater Sudbury's facilities or services that are usually used by people who have a disability, (e.g., temporary loss of elevator service), Community Living Greater Sudbury will provide notice of the disruption to the public, including the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available. Notice of such disruption will normally be posted on Community Living Greater Sudbury's website and may also be posted on the physical premises, where appropriate in the circumstances. Information regarding a disruption of services will also be made available in an accessible format, as necessary.

TRAINING

All employees, volunteers, and Board Members are required to successfully complete Accessibility training at the time of hire. The Accessibility Policy and Plan will be distributed through the normal process of Electronic Documentation.

ACCOMMODATIONS AND RETURN TO WORK PROCEDURES

Community Living Greater Sudbury will make every reasonable effort to provide meaningful employment to any employee unable to perform his/her duties as a result of a work related injury, or non-occupational injury, illness, or disability.

FEEDBACK, COMMENTS OR COMPLAINTS

Comments or complaints regarding accessibility can be made:

- submit an email to feedback@clgs.ca with the subject line "Accessibility";
- through mail to the attention of the Director Community Services at Community Living Greater Sudbury
303 York Street Sudbury ON P3E 2A5;
- by telephone at 705 671 7181.