

JUNE 2024

Version 0

# MULTI-YEAR INTEGRATED ACCESSIBILITY PLAN

50 MAIN ST. PARIS, ON N3L 2E2

[HTTPS://SENSITY.CA/](https://sensity.ca/)



# Sensity

Deafblind and Sensory  
Support Network of Canada

Réseau canadien de soutien à la  
surdicécité et troubles sensoriels

**The Multi-Year Integrated Accessibility Plan has been completed in accordance with:**

Ontarians with Disabilities Act (ODA):

<https://www.ontario.ca/laws/statute/01o32>

Accessibility for Ontarians with Disabilities Act (AODA):

<https://www.ontario.ca/laws/statute/05a11>

Integrated Accessibility Standards Regulation (IASR):

<https://www.ontario.ca/laws/regulation/110191>

Ontario Human Rights Code:

<https://www.ontario.ca/laws/statute/90h19>

Canadian Charter of Rights and Freedoms:

<https://www.justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccd/>

Freedom of Information and Protection of Privacy Act (FIPPA):

<https://www.ontario.ca/laws/statute/90f31>

Health Protection and Promotion Act:

<https://www.ontario.ca/laws/statute/90h07>

**Plan Availability:**

Sensity's Multi-Year Integrated Accessibility Plan is posted on our organization website at: <https://sensity.ca/> and Employee Portal 'BrightSpace'. Hard copies and/or alternate accessible formats may be obtained by contacting:

[info@sensity.ca](mailto:info@sensity.ca).

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## INTRODUCTION

The government of Ontario passed into law the Accessibility for Ontario with Disabilities Act (AODA). The act sets out to develop, implement and enforce accessibility standards that apply to a person or organization that;

- 1 – provides, goods, services or facilities;
- 2 – employs persons in Ontario;
- 3 – offers accommodation;
- 4 – owns or occupies a building, structure or premises

Under the AODA the government of Ontario passed O. Reg. 191/11 Integrated Accessibility Standards establishing standards for;

- 1 – Information and Communications
- 2 – Employment
- 3 – Transportation
- 4 – Design of Public Spaces
- 5 – Customer Service

It is a requirement under this regulation that;

- 4.1 (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.

## STATEMENT OF COMMITMENT

This 2024-2029 Multi Year Accessibility Plan affirms Deafblind and Sensory Support Network of Canada 'Sensity' ongoing commitment to prevent and remove barriers for persons with disabilities and fulfill our Purpose Statement and Organizational Values.

Sensity is committed to fulfilling its requirements under AODA that supports the full inclusion of persons with disabilities.

Sensity is committed to the establishment, execution and review of this plan every five (5) years.

## DEAFBLIND AND SENSORY SUPPORT NETWORK OF CANADA - SENSITY

Deafblind and Sensory Support Network of Canada (Sensity) is a registered charity providing services to members of the deafblind community and people with multiple sensory impairments. Sensity is recognized within Canada and around the world as a leader in the provision of Intervenor Services, the specialized role of those working with people who are deafblind.

Sensity was originally incorporated in 1990 as the Canadian Deafblind and Rubella Association (Ontario Chapter) Inc. At the time, Rubella was the leading cause of congenital deafblindness. Due to the success of Rubella immunization programs, the incidence of Rubella as a cause of deafblindness decreased significantly.

Therefore, Rubella was removed from the name to be more inclusive, recognizing the wide variety of people in need of Intervenor Services. As CDBA Ontario, we provided Intervenor Services to a wide spectrum of people who are deafblind, including children, families and adults of all ages.

In addition, we have partnered with many community agencies to provide training, consultation and support to anyone providing Intervenor Services to people who are deafblind.

As of January 2019, we are now Sensity. Our new name reflects our commitment to supporting Canadians experiencing a range of sensory impairment. We bring the leadership, knowledge and experience we have developed in support of the deafblind community to sensory impairment applications. Sensity proudly continues to provide services to members of the deafblind community across Ontario, with a long-term goal of developing a national network.

## PURPOSE STATEMENT

Your Journey • Our Supports • Endless Possibilities

## ORGANIZATIONAL VALUES

**We Lead.** Our approach to leadership is centered around service, empathy, and a strong sense of purpose. We take the time to understand you, lead with intent, and foster belonging.

**We Grow.** We grow with our community through a commitment to continuous improvement and lifelong learning. We do with, not for.

**We Do.** We do what's right, not what's easy. We listen and observe to provide you with personalized support.

**We Innovate.** We focus on the future through purposeful evolution and change. We adapt early and often while remaining resilient and ambitious.

## DEFINITIONS

**Alternative Format:** shall mean any other ways of publishing information beyond traditional printing (i.e., large print, audio format, Braille, etc.)

**Assistive Devices:** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e., canes, electronic communication devices, wheelchairs, hearing aids, etc.)

**Barrier:** shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; ("obstacle")

**Consumer/Customers:** shall mean any person who receives goods or services

**Disabilities:** shall mean the same definition of disability found in the Ontario Human Rights Commission<sup>i</sup>

<https://www.ohrc.on.ca/en/policy-ableism-and-discrimination-based-disability/2-what-disability#:~:text=a%20condition%20of%20mental%20impairment,a%20mental%20disorder%2C%20or>

- a) any degree of physical disability, 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, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,

- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Employees:** shall mean every person who deals with members of the public or other third parties on behalf of Sensity, whether the person does so as an employee, Board member, volunteer or otherwise.

**Persons with Disabilities:** shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

**Service Animals:** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**Support persons:** shall mean any person, whether a paid professional, volunteer, family member or friend, who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

## OVERVIEW OF PLANS/PROCEDURES

Under the AODA and O. Reg 191/11 the Organization is required, by law, to develop and maintain policies and procedures specifically addressing:

- 1) Information and Communication
- 2) Employment
- 3) Transportation
- 4) Design of Public Spaces
- 5) Customer Service

Policies and Procedures are available at all Sensity locations, our website and 'Brightspace' Employee portal. Accessible formats will be made available if required and as requested.

## PLANS/PROCEDURES

### MULTI-YEAR INTEGRATED ACCESSIBILITY PLAN

Through this 2024-27/29 Multi-Year Integrated Accessibility Plan, Sensity intends to take action to address barriers to accessibility related to the standards and areas of current regulations. This is in addition to ongoing work with regards to identification and removal of barriers to accessibility.



## BARRIERS

The principles of inclusionary practice, freedom from barriers and accessible environments inform all Sensity policies, procedures and services. Sensity will closely monitor, assess, and review policies and practices through Barrier Identification Forms received to ensure continuous improvement in accessibility. This process shall continue through our Multi-Year Accessibility Plan in accordance with AODA regulations and legislation.

### BARRIER IDENTIFICATION

The Sensity will use the following barrier identification methods:

<p><b>Individuals Supported</b></p>	<p>Barriers to accessibility are identified by the individuals we support and families. Services staff, Intervenor Services Coordinators, Managers, Maintenance Coordinators work with stakeholders to remove and prevent barriers and develop accommodation plans.</p>
<p><b>Staff</b></p>	<p>In consultation with staff, Human Resources and Health and Safety to identify barriers, restrictions and limitations and develop accommodation plans.</p>
<p><b>Public</b></p>	<p>Barriers to accessibility are identified by individuals accessing programs and services offered by Sensity. Members of the public may bring concerns to the attention of the organization, the Resource Centre, or the website: <a href="https://sensity.ca/resource-library/">https://sensity.ca/resource-library/</a>.</p> <p>Development of the Multi-Year Integrated Accessibility Plan and the ongoing feedback opportunities are additional important methods to identify barriers to accessibility.</p>
<p><b>Province Wide</b></p>	<p>Ongoing liaison with stakeholders, provincial and international associations, public sector agencies, provides updates on emerging barriers to accessibility. Monthly health and safety inspections of our facilities, homes, provides up-to-date identification of barriers and plans to remove/prevent such barriers and permits planning to remove/prevent such barriers.</p>

## MULTI YEAR PLAN UNDER O.REG 191/11 INTEGRATED ACCESSIBILITY STANDARDS

The principles of inclusionary practice, freedom from barriers and accessible environments inform all Sensity policies, procedures and services. Sensity will closely monitor, assess, and review policies and practices through Barrier Identification Forms received to ensure continuous improvement in accessibility. This process shall continue through our Multi-Year Accessibility Plan in accordance with AODA regulations and legislation.

### REG 3. ESTABLISHMENT OF ACCESSIBILITY POLICIES

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>3.1 Establish Accessibility Policies</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Revision to further align policy with IASR regulations.	Dec. 31 2024	Development of Accessibility Advisory Committee underway.
<b>3.2 Statement of commitment</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Currently labeled 'Policy' revise to 'Statement of Commitment'	Dec. 31 2024	
<b>3.3 Policy documents publicly available and available in accessible format upon request</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Ensure all new or updated policies and forms are available through Sensity.ca and 'Brightspace.	None	Ongoing

#### REG 4. ACCESSIBILITY PLANS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
4.1 Establish Multi-Year Plan	Jun 2024 – Jan 1, 2028 Posted on Sensity.ca Documents available in accessible format upon request	Review and update at minimum every 5 years.	Jan. 1 2028	Development of Accessibility Advisory Committee underway

#### REG 5. PROCURING OR ACQUIRING GOODS, SERVICES OR FACILITIES

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
5.1 Incorporate accessibility when procuring	Policy 12.1 Jan. 2019 Procurement – Overview and Definitions	Update policy with requirements on accessibility per 5.1	Dec. 31 2024	5.1 Incorporate accessibility when procuring

#### REG 7. TRAINING

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
7.1 Provide training on the IASR and Human Rights Code	All employees receive IASR training.	Onboarding to include Human Rights Code Training	Dec. 31 2024	Underway
7.2 Ensure training is appropriate to duties	Policy 5.1 Oct. 2022 Orientation Training	All employees, board members receive AODA, IASR and Human Rights Training.	Dec. 31 2024	Underway
7.3 Training to be done as soon as practicable	Policy 5.1 Oct. 2022 Orientation Training	None	None	

<b>7.4 Training when policy changes</b>	Policy 5.3 Jun. 2022 Training and Professional Development	Even though in practice language to be added to the policy indicating ongoing training	Dec. 31 2024	Underway
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## REG 11. FEEDBACK

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>11.1 Process for receiving and responding to feedback.</b>	Policy 1.9 Mar. 2024 Feedback and Quality Improvement Policy 9.2 Aug. 2017 Complaint and Feedback Resolution Policy Feedback Form available at Sensity.ca, Information Hub	Language to be updated to current IASR, Sensity and FOCUS accreditation.	Dec. 31. 2024	Development of Accessibility Advisory Committee
<b>11.2 Notify the public of accessible formats and communication supports for the process.</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Language to be added that accessible formats and communication supports are available.	Dec. 31 2024	

## REG 12. ACCESSIBLE FORMATS AND COMMUNICATON SUPPORTS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>12.1 Provide or arrange accessible formats and communication supports.</b>	<p>Policy 11.12 Mar. 2024 Communication with People Supported</p> <p>Policy 2.2 Accessible Information and Communication</p>	None	None	12.1 Provide or arrange accessible formats and communication supports.
<b>12.2 Consult with person to determine suitability of format or support.</b>	<p>Policy 11.12 Mar. 2024 Communication with People Supported</p> <p>Policy 2.2 Accessible Information and Communication</p>	None	None	12.2 Consult with person to determine suitability of format or support.
<b>12.3 Notify public of available formats or supports.</b>	<p>Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication</p>	Language to be put on Sensity.ca confirming we will arrange accessible formats and communication supports.	Dec. 31 2024	12.3 Notify public of available formats or supports.

### REG 13. EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
13.1 Emergency procedures, plans or public safety information in accessible formats.	Emergency Preparedness Plan (EPP) April 2024 Documents available in accessible format upon request.	None	None	13.1 Emergency procedures, plans or public safety information in accessible formats.

### REG 14. ACCESSIBLE WEBSITES AND WEB CONTENT

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
14.1 Websites and website content shall conform with WCAG 2.0, level AA.	Sensity.ca conforms to these standards.	None	None	14.1 Websites and website content shall conform with WCAG 2.0, level AA.

### REG 22. EMPLOYMENT - RECRUITMENT

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
22 Notify availability of accommodation in recruitment processes.	Policy 3.1 Jan. 2019 Equal Opportunity Employment Form 2.1H Jun. 2022 Accessibility Interviewing Checklist Notation on Careers page of availability of accommodations as requested.	Provide checklist on careers page?	Dec. 31 2024	22 Notify availability of accommodation in recruitment processes.

### REG 23. EMPLOYMENT – RECRUITMENT, ASSESSMENT OR SELECTION PROCESS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
23.1 Notify applicants accommodations are available.	Policy 3.1 Jan. 2019 Equal Opportunity Employment Form 2.1H Jun. 2022 Accessibility Interviewing Checklist Notation on Careers page of availability of accommodations as requested.	Provide checklist on careers page?	Dec. 31 2024	23.1 Notify applicants accommodations are available.

### REG 24. EMPLOYMENT – NOTICE TO SUCCESSFUL APPLICANTS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
24 Notify successful applicant of policies for accommodations.	Form 5.1A Jul. 2024 and 5.1B Jun. 2024 Orientation Checklists Policy 1.4A Dec. 2022 Training: How to Access Policies, Procedures and Forms on Brightspace	None	None	24 Notify successful applicant of policies for accommodations.

### REG 25. EMPLOYMENT – INFORMING EMPLOYEES OF SUPPORTS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
25.1 Inform employees of policies used to support employees with disabilities.	Form 5.1A Jul. 2024 and 5.1B Jun. 2024 Orientation Checklists Policy 1.4A Dec. 2022	None	None	25.1 Inform employees of policies used to support employees with disabilities.

	Training: How to Access Policies, Procedures and Forms on Brightspace			
<b>25.2 Provide information required to new employees as soon as practicable.</b>	Policy 5.1 Oct. 2022 Orientation Training	None	None	25.2 Provide information required to new employees as soon as practicable.
<b>25.3 Provide updated information to employees whenever a change to policies on provisions is made.</b>	Policy 5.3 Jun. 2022 Training and Professional Development	Even though in practice language to be added to the policy indicating ongoing training	Dec. 31 2024	25.3 Provide updated information to employees whenever a change to policies on provisions is made.

## REG 26. EMPLOYMENT – ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>26.1 Provide or arrange for accessible formats and communication supports, upon request.</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	None	None	26.1 Provide or arrange for accessible formats and communication supports, upon request.
<b>26.2 Consult with employee on accessible format or communication support.</b>	Form 2.1C Jun. 2022 Workplace Accommodation Process	None	None	26.2 Consult with employee on accessible format or communication support.



<b>26.1 Provide or arrange for accessible formats and communication supports, upon request.</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	None	None	26.1 Provide or arrange for accessible formats and communication supports, upon request.
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### REG 27. EMPLOYMENT – WORKPLACE EMERGENCY RESPONSE INFORMATION

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>27.1 Provide individualized workplace emergency response information to employees with disabilities.</b>	Form 2.1C Jun. 2022 Workplace Accommodation Process Form 2.1G Jun.2022 Employee Information Response Form	None	None	Determine if new policy required?
<b>27.2 Provide the workplace emergency response information to person designated to provide assistance.</b>	Form 2.1C Jun. 2022 Workplace Accommodation Process Form 2.1G Jun.2022 Employee Information Response Form Policy 2.2 Accessible Information and Communication	None	None	
<b>27.3 Provide information as soon as practicable.</b>	Form 2.1C Jun. 2022	None	None	

	Workplace Accommodation Process Policy 2.2 Accessible Information and Communication			
<b>27.1 Provide individualized workplace emergency response information to employees with disabilities.</b>	Form 2.1C Jun. 2022 Workplace Accommodation Process Form 2.1G Jun.2022 Employee Information Response Form	None	None	Determine if new policy required?

**REG 28. EMPLOYMENT – DOCUMENTED INDIVIDUAL ACCOMODATION PLANS**

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>28.1 Document Individual Accommodation Plans (IAP)</b>	Form 2.1C Jun. 2022 Workplace Accommodation Process	Form to be updated to include IAP's.	Dec. 31 2024	Determine if new policy required?
<b>28.2 IAP Process Policy shall include.</b> *How Employee can participate in development of the IAP. *How employee will be assessed. *How Sensity can request assessment to determine accommodation and how it can be achieved. *How employee can request participation of union or	Form 2.1C Jun. 2022 Workplace Accommodation Process	Form to be updated to include IAP's.	Dec. 31 2024	

<p>workplace representative in the development of IAP.</p> <p>*How employee information will remain private.</p> <p>*How, how often the plan will be reviewed and updated.</p> <p>*How reasons for denied requests will be communicated to employee.</p> <p>*How plan will be provided to employee in an accessible format.</p>				
<p><b>28.3 IAP's shall</b></p> <p>*Include information regarding accessible formats and communication supports provided, if requested.</p> <p>*Include individualized workplace emergency response information, if required.</p> <p>*Identify any other accommodation that is to be provided.</p>	<p>Form 2.1C Jun. 2022 Workplace Accommodation Process</p>	<p>Policy to be updated to include IAP's.</p>	<p>Dec. 31 2024</p>	
<p><b>28.1 Document Individual Accommodation Plans (IAP)</b></p>	<p>Form 2.1C Jun. 2022 Workplace Accommodation Process</p>	<p>Form to be updated to include IAP's.</p>	<p>Dec. 31 2024</p>	<p>Determine if new policy required?</p>

REG 29. EMPLOYMENT – RETURN TO WORK PROCESS – DUE TO DISABILITY

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
29.1 Return to Work Process	Form 10.14A Jun. 2022 Return to Work Form	Update to include individuals who have absenteeism due to disability that requires accommodations.	Dec. 31 2024	
29.2 Return to Work Process shall. *Outline steps Sensity will take to facilitate return to work of employees who are absent because their disability required them to. *Use documented IAP	Form 10.14A Jun. 2022 Return to Work Form	Update to include individuals who have absenteeism due to disability that requires accommodations.	Dec. 31 2024	

REG 30. EMPLOYMENT – PERFORMANCE MANAGEMENT

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
30.1 Performance Management	Competency Development Planner May 2016 Intervenor Performance & Crown Review Form Jun 2022 Performance and Growth Check in Script – Feb 2023 Performance Management Slide deck – Jun 2021	Update to ensure these tools and forms to account the accessibility needs of employees with disabilities.	Dec. 31 2024	

## REG 31. EMPLOYMENT – DEVELOPMENT AND ADVANCEMENT

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>31.1 Career Development and Advancement</b>	Competency Development Planner May 2016 Intervenor Performance & Growth Review Form Jun 2022 Performance and Growth Check in Script – Feb 2023 Performance Management Slide deck – Jun 2021	Update to ensure these tools and forms to account the accessibility needs of employees with disabilities.	Dec. 31 2024	Determine if new policy required?

## REG 32. EMPLOYMENT – REDEPLOYMENT

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>32.1 Redeployment</b>	Competency Development Planner May 2016 Intervenor Performance & Growth Review Form Jun 2022 Performance and Growth Check in Script – Feb 2023 Performance Management Slide deck – Jun 2021	Update to ensure redeployment is a consideration in the processes and these tools and forms to account the accessibility needs of employees with disabilities	Dec. 31 2024	

**REG 80. DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)**

REGULATION	LOCATION	COMMENTS	ACTION
<b>80.17 – Outdoor Public Use Eating Areas</b>	Resource Centre Sensory Garden	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
	Washington Street Apartment Patios	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
<b>80.21/22/23/24/25/26/27/28/29 - Exterior Paths of Travel tables that are accessible to persons using mobility</b>	Resource Centre	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
	Washington Street Apartment	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
<b>80.33/34/35/36/37 – Accessible Parking</b>	Resource Centre	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
	Washington Apartments	Designed, constructed and maintained to OBC and to FADS standards when permissible.	Ongoing
<b>80.40/41/42/43 – Obtaining Services – Service Counters</b>	Resource Centre	Designed, constructed and maintained to OBC and to FADS standards when permissible.	80.40/41/42/43 – Obtaining Services – Service Counters
<b>80.44 – Maintenance of Accessible Elements</b>	Outdoor Eating Areas	Preventative Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
		Emergency Procedure	Policy 2.3 Maintenance

			Exterior Amenities and Spaces
		Temporary Disruption Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
	Exterior Paths of Travel	Preventative Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
		Emergency Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
		Temporary Disruption Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
	Accessible Parking	Preventative Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
		Emergency Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces
		Temporary Disruption Procedure	Policy 2.3 Maintenance Exterior Amenities and Spaces

## REG 80.45. CUSTOMER SERVICE STANDARDS

### REG. 80.46 ESTABLISHMENT OF POLICIES

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
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<p><b>.1 Develop, implement and maintain policies governing provision of goods, services or facilities to persons with disabilities.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.2 Ensure policies are consistent with;</b></p> <p><b>.1 Provided in a manner that respects the dignity and independence of persons with disabilities.</b></p> <p><b>.2 Integrated with goods, services or facilities to others unless alternative measure is necessary.</b></p> <p><b>.3 Persons with disabilities must be given an opportunity equal to that others obtain.</b></p> <p><b>.4 Communication should be in a manner that takes into account the persons disability.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.3 Must deal with the use of assistive devices by persons with disabilities.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.4 Prepare documents describing the policies established and on request</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service</p>	<p>Dec. 31 2024</p>	



shall give a copy of any document.	Standards Regulation (IASR)	Standard Policy Reg. 80.45		
.5 Shall notify persons that documents are available upon request.	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
.6 Can be posted on premises and on website.	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

REG. 80.47 USE OF SERVICE ANIMALS AND SUPPORT PERSONS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
.2 Shall ensure that the person is permitted to enter the premises with the animal	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility	Update Policy 2.1 to align with IASR. Create separate	Dec. 31 2024	

and keep the animal with him or her unless excluded by law.	Standards Regulation (IASR)	Customer Service Standard Policy Reg. 80.45		
.3 Ensure that if a service animal is excluded by law, other measures are available.	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
.4 Shall ensure that support persons are permitted to enter the premises and that the person with a disability is not prevented from having access while on premises.	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
.5 May provide a support person to accompany a person with disabilities if its necessary for the health and safety of the person, or others on the premises.	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
.6 Ensure notice is given in advance of any payable admission amount.	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
.7 If provision of a support person is necessary the support persons admission shall be waived.	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

<p><b>.8 Prepare one or more documents describing its policies with respect to matters in this section and on request shall provide a copy.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.9 Shall notify persons that documents are available upon request.</b></p>	<p>Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	

REG. 80.48 NOTICE OF SERVICE DISRUPTIONS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>.1 Must provide notice.</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
<b>.2 Notice must include reason, anticipated duration and description of alternatives.</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
<b>.3 Prepare a document setting out steps that are taken in connection with a temporary disruption.</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
<b>.4 Shall notify persons that documents are available upon request.</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

<p><b>.5 Can be posted on premises and on website.</b></p>	<p>Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
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REG. 80.49 TRAINING FOR STAFF, ETC.

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<p><b>.1 Ensure that the following persons receive training.</b> <b>.1 Employee or Volunteer</b> <b>.2 Persons developing policies</b> <b>.3 Every other person on behalf of the provider.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.2 Must include the purposes of the Act and instruction on;</b> <b>.1 How to interact with persons with various types of disabilities.</b> <b>.2 How to interact with persons with disabilities who use assistive device or guide dog or support person.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	

<p><b>.3 How to use equipment or devices on premises or otherwise provided to help with provision of goods, services or facilities to a person with disability.</b></p> <p><b>.4 What to do if a person with a particular type of disability is having difficulty accessing goods or services or facilities.</b></p>				
<p><b>.3 Shall be trainings as soon as practicable.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.4 Shall be trained in an ongoing basis in respect of any changes made.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.5 Shall keep records of the training provided including dates and number of individuals.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45</p>	<p>Dec. 31 2024</p>	
<p><b>.6 Shall prepare a document that describes its training policy, summaries the content and specifies with training is provided.</b></p>	<p>Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)</p>	<p>Update Policy 2.1 to align with IASR. Create separate Customer Service</p>	<p>Dec. 31 2024</p>	

		Standard Policy Reg. 80.45		
<b>.7 Shall notify persons that documents are available upon request.</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	
<b>.8 Can be posted on premises and on website.</b>	Available through: Sensity.ca 'Information Hub' Brightspace Employee Portal Documents available in accessible format upon request. Policy 2.2 Accessible Information and Communication	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

REG. 80.51 FORMAT OF DOCUMENTS

REGULATION	CURRENT COMPLIANCE	DEVELOPMENT	DUE DATE	COMMENTS
<b>1. If required to provide a copy of a document to a person with a disability, shall arrange for the provision or the information contained in the documents in an accessible format or with communication support. a) in a timely manner</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

<b>b) at a cost no more than the cost charge to other persons.</b>				
<b>.2 Shall consult the person making the request to determine the suitability of an accessible format or communication support.</b>	Policy 2.1 Jan. 2019 Customer Service and Integrated Accessibility Standards Regulation (IASR)	Update Policy 2.1 to align with IASR. Create separate Customer Service Standard Policy Reg. 80.45	Dec. 31 2024	

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