



4.6 Accessibility Policy

Policy Number	GP4.6
Approval Date	December 2012
Revision Date	

POLICY

The Congregation of the Sisters of St. Joseph of Toronto is committed to eliminating barriers and improving accessibility to its programs and services. Everyone is treated with dignity and their independence is respected.

DEFINITIONS

Some disabilities are obvious, some not. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, we understand a disability to include:

- a. Any physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- b. A condition of mental impairment or a developmental disability
- c. A learning disability or a dysfunction in the ability to understand or use symbols or spoken language
- d. A mental disorder

PROCEDURES

We will use reasonable efforts to ensure that:

- a. Equal opportunities for participation in our services, for accessing information, in communication, in employment and in our built environments are provided to the best of our ability
- b. People using assistive devices, service animals and support persons will be accommodated to the best of our ability in compliance with health and safety regulations
- c. Staff and volunteers will receive appropriate training
- d. Feedback on how our services are meeting expectations are welcomed and appreciated. To ensure that the public and those served have the opportunity to provide feedback, comments and complaints about the accessibility of our services in accordance with

Ontario Regulation 429/07 Accessibility Standards for Customer Service, notices are posted in reception areas and on staff bulletin boards. Forms will be provided on request, and feedback will be acknowledged in a timely manner.

See attachment # 1 Accessibility Standards Feedback Form