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<b>Policy Title: Accessibility Standards</b>	<b>Policy Number: 5.09</b>	
<b>Date Approved: November 17, 2017</b>	<b>Date of Last Review: September 22, 2017</b>	

**Policy Statement:** Parkinson Canada is committed to excellence in providing goods, services and facilities to the public or other third parties including people with disabilities. Parkinson Canada strives to respect the dignity and independence of people with disabilities and is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same service in a similar way as other individuals.

**Responsibility:** CEO, Managing Director, Management, Supervisor, Employee, Volunteer

**Procedures:** In keeping with the Accessibility for Ontarians with Disability Act, 2005 (“AODA”), Parkinson Canada’s Ontario offices are committed to providing respectful services that focus on the unique needs of each individual. To achieve this, Parkinson Canada shall make reasonable efforts to ensure that all policies, procedures and practices pertaining to the organization, the public and other third parties adhere to the following guiding principles:

- The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is „necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services”.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

1. Communications:

Parkinson Canada supports an accessible environment where the independence and integration of those with disabilities is promoted. When communicating with a person with a disability, individuals working on behalf of Parkinson Canada shall do so in a manner that takes into account the person's disability and will make reasonable efforts to have the person with a disability understand both the content and intent of its communications.

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**Procedures:**

2. Assistive Devices

Parkinson Canada welcomes people with disabilities to bring their own personal assistive device with them to our premises and at any of our events.

Parkinson Canada will ensure that staff are trained and familiar with the various types of assistive devices that persons with disabilities may use to access Parkinson Canada's goods, services and facilities.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

3. Service Animals

Parkinson Canada is committed to welcoming people with disabilities and their service animals on parts of our premises or at any Parkinson Canada event that is open to the public and other third parties and will permit the person to keep the service animal with them. Parkinson Canada will also ensure that all persons to whom this policy applies have been trained on how to interact with people with disabilities who are accompanied by a service animal.

If it is not readily apparent that the animal is a service animal, Parkinson Canada may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability OR may ask the caregiver of the animal to produce documents confirming that the animal is a certified service animal.

It should be noted that it is the responsibility of the person with a disability to ensure that his/her service animal or the caregiver of the animal is kept in control at all times.

If the service animal is excluded by law from Parkinson Canada premises or is unable to accommodate a person with a disability in our facility due to situations beyond our control, such as others who have allergies to animals, Parkinson Canada shall ensure that measures are available to permit persons with disabilities to access our goods and services through other means.

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**Procedures:**

4. Support Persons

Parkinson Canada is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Parkinson Canada's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Parkinson Canada's premises.

Fees will not be charged for support persons.

On occasion persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. If necessary, Parkinson Canada may require a person with a disability to be accompanied by a support person while on Parkinson Canada premises for the purpose of protecting the health and safety of the person with the disability or others on the premises.

5. Notice of Temporary Disruption

Parkinson Canada will provide people with disabilities that benefit from our services, notice if there is a temporary disruption in the use of facilities or services in whole or in part. This notice will include information about the reason for the disruption (e.g., renovations, or technology that is unavailable), its anticipated duration and a description of alternative facilities or services, if any, that may be available. Parkinson Canada will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, Parkinson Canada will provide notice as soon as possible. Notice will be posted on the Parkinson Canada website located at [www.parkinson.ca](http://www.parkinson.ca) or by such other method as is reasonable in the circumstances.

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**Procedures:****6. Training for Staff and Volunteers**

Parkinson Canada will provide Accessible Customer Service Training to all employees, volunteers, all people who participate in developing Parkinson Canada's policies, and all others who deal with the public or other third parties on their behalf. Training will be provided to new staff immediately upon hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Parkinson Canada's Accessible Customer Service Plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Parkinson Canada's goods and services
- Training will occur yearly or when changes are made to our accessible customer service plan.
- Parkinson Canada will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes.

**7. Feedback Process on the Accessibility to Provision of Goods or Services.**

The ultimate goal of Parkinson Canada is to meet and surpass customer expectation while serving customers with disabilities. Comments on Parkinson Canada's services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Parkinson Canada Ontario offices provide goods and services to people with disabilities can be made in person, by telephone, in writing or by delivering an electronic text by email, storage device or other reasonable methods. Parkinson Canada will provide or arrange for the provision of accessible formats and communication supports, upon request to ensure our feedback process is accessible to all.

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## **8. Notice of Availability and Format of Documents**

Parkinson Canada will ensure that any information and communication that the organization provides to the public will be provided in accessible formats and communication supports upon request in a timely manner and at a cost that is no more than the regular cost charged.

Parkinson Canada will consult with the person making the request to determine the suitability of an accessible format or communication supports.