

**PARTICIPATION SUPPORT SERVICES
POLICY & PROCEDURE MANUAL**

SECTION: GENERAL	
TITLE: Accessibility Policy	
CATEGORY: Policy	NUMBER: I (7.1)
ISSUED BY: Executive Director	ISSUED: Sept. 28/2023
APPROVED BY: Board of Directors	REPLACES: Dec. 22/ 2017

Commitment to Accessibility

In keeping with our values Participation Support Services is committed to providing services in a manner consistent with the principles of independence, dignity, integration and equality of opportunity for all persons, including persons with disabilities.

Scope

This policy applies to:

- Board members, employees, volunteers, and contractors who deal with the public on behalf of Participation Support Services.
- The provision of goods and services at premises owned/operated by Participation Support Services as well as any interactions between our employees and people served in the community, over the phone, via email or by mail.

Training

We are committed to training board members, employees and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our board members, employees and volunteers on accessibility as it relates to their specific roles.

Information and Communication

We will communicate with people with disabilities in ways that takes into account their disability. When asked, we will provide information about our organization and services, including public safety information, in accessible formats or with communication supports.

We also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

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We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Our performance management, career development and redeployment processes will take into account the accessible needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces and will put procedures in place to prevent service interruptions to our accessible parts of public spaces.

Modifications to This or Other Policies

Any policies of Participation Support Services that do not respect the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.