



Accessibility Policy

Ferne Youth is committed to and guided by the four principles of dignity, independence, integration, and equal opportunity as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005. Fernie Youth will meet the accessibility needs of persons with disabilities in a timely manner, through the implementation of this policy.

General

Ferne Youth is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and other staff members.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- all persons who participate in developing the organization's policies; and
- all other persons who provide services on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Information and communications

Ferne Youth is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency information.

Fernie Youth will consult with people with disabilities to determine their information and communication needs. Fernie Youth Services does not charge of fee to anyone when providing information and communication materials.

Employment

Fernie Youth will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. The accessibility needs of employees with disabilities will be taken into account throughout performance management, career development and redeployment processes.

Fernie Youth will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the person another way of providing services

Service animals are prohibited from the bedroom floors of the Island Rd and Transition House programs.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, this organization will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways by email to FYS's partner referral agencies and to current clients.

Feedback

FYS welcomes feedback on how we provide accessible client service. Client feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- email
- website Contact Us
- phone 416-284-3711 extension 340
- letter

All feedback, including complaints, will be directed to the Office Manager. Clients can expect to hear back in 5 business days.

Design of Public Spaces

Fernie Youth will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include off street parking and facility entrances and waiting areas.

Modification of this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.