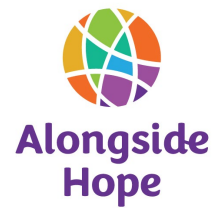


Accessibility Policy



PURPOSE

Alongside Hope will provide services in a manner which is accessible to persons of all abilities.

APPLICATION

This policy applies to all directors, members, employees, and agents of Alongside Hope. While this policy fulfills the requirements set out in Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 429/07 it is applicable in every province and territory.

DEFINITIONS

Assistive Device: any auxiliary aid such as communication aids, cognitive aids, personal mobility aids and medical aids (crutches, canes, wheelchairs and hearing aids)

Disabilities as listed in the Ontario Human Rights Code (Human Rights Code, R.S.O. 1990, c. H.19)

Persons with disabilities: individuals who are afflicted with a disability as defined under the Ontario Human Rights Code

Service Animal: any animal individually trained to do work or perform tasks for the benefit of a person with a disability

Support Person: any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, personal care, medical needs or with access to goods and services

POLICY

Alongside Hope will make every effort to

- communicate with people in ways which take into account their disability
- serve and accommodate persons with disabilities who use assistive devices
- allow persons with disabilities to be accompanied by a support person and/or their service animal unless the animal is excluded by law
- provide accommodation for meetings which is accessible to all
- ensure that employees are able to use any assistive devices available at Alongside Hope offices that might be of use to persons with disabilities when accessing Alongside Hope services
- notify persons with disabilities if for any reason appropriate services which they need will be disrupted and make alternate arrangements

EXCLUSION

This policy will not apply during any period where Alongside Hope has declared a "state of emergency" as defined under the Emergency Management Act (Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9)

AMENDMENT

This policy may be amended by the Alongside Hope Board.

Adoption Date: May 2012

Review Date: February 2019

Amendment Date: July 2025