

Lifeguard Homecare is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Lifeguard Homecare understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Lifeguard Homecare is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Lifeguard Homecare is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, 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.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide 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

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person attend with them.

In certain cases, Lifeguard Homecare might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Lifeguard Homecare will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Lifeguard Homecare will notify customers promptly. Our business is built upon assisting those with disabilities, we will endeavour to replace the ill or injured staff member with an equivalent worker. If this cannot be done in the time allowed, we will notify the client requiring the service immediately.

Staff being hired for field service are already trained to assist those individuals with disabilities.

For individuals who wish to visit our administrative office, our policy is that we will accommodate their special needs provided we receive reasonable notice: ie, for a deaf individual we will request a sign language interpreter, for sight impaired individuals, we will verbally review documents with them. For these occasions we would ask for 48 hours notice if skills within our office group cannot meet the needs of the visitor.

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Lifeguard Homecare welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

By phone

By email

Correspondence should be directed to Heidi Smith

Notice of availability of documents

Lifeguard Homecare will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

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