



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

STATEMENT:

Developmental Services of Leeds and Grenville (DSLGL) is committed to providing a barrier-free environment for all stakeholders including clients, employees, job applicants, suppliers, and any visitors who enter the premises, work for the Corporation, or use the Corporation's services.

DSLGL will work to break down the barriers that prevent or limit persons with disabilities from employment, receipt of services, the built environment, and information and communication through the implementation of accessibility standards.

DEFINITIONS:

Accessible Formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Assistive Device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Communication Supports: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Conversion-Ready: An electronic or digital format that facilitates conversion into an acceptable format.

Disability: The temporary, prolonged, or permanent reduction or absence of the ability to perform certain commonplace activities or roles sometimes referred to as activities of daily living.

Service Animal: An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support Person: Another person who accompanies an individual with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

EMPLOYMENT

DSLGS will make every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities with accommodations during the recruitment and selection stages, and throughout the employment life cycle.

Recruitment and Hiring

DSLGS understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can expand the pool of talented candidates. Upon request, the agency will provide candidates with reasonable accommodations during the interview and selection process. Where an accommodation is requested, the agency will consult with the applicant to arrange suitable accommodations, such as providing the application in an alternate or accessible format.

DSLGS's interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. DSLGS is committed to hiring decisions that are unbiased and based on qualifications and past experience. Successful candidates will be made aware of policies and supports for accommodations upon completion of the recruitment process.

Communication

DSLGS will provide or arrange for accessible formats and communication supports for employees, upon request. The company will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with, or providing information to, an employee who requires accommodation or assistance due to a disability, the company will ensure that all communication with the individual is completed in a manner that takes into account the individual's disability. Where an assistive device is used, the company will reasonably accommodate the use of the device.



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

Emergency Response

If necessary or if requested, DSLG will create individualized workplace emergency response plans for employees with disabilities. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee. If an employee with a disability requires assistance from a support person during an emergency, the agency will designate a fellow employee to act as such.

Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs, or plans are reviewed; or
- The agency reviews general emergency response policies.

Accommodation

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration and participation, and barrier-free designs. DSLG will provide individual accommodations to support the needs of employees with disabilities. Personalized accommodation plans will be designed to allow employees to contribute and participate in job related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the agency, the employee, and any applicable professionals required to assist the employee throughout the process.

Return to Work

DSLG is committed to a supportive return-to-work program and will develop and implement return-to-work processes for employees who are absent from work due to a disability and require accommodations in order to return to work. The agency will work with the employee to develop an individualized return-to-work plan and support the employee in the transition period by addressing any barriers. The return-to-work process will outline the steps the company will take to facilitate the employee's return to work and use documented individual accommodation plans.

Inability to Accommodate



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

DSLGS will provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the organization.

Where a necessary accommodation is found to cause undue hardship on the organization, the agency will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

Training Requirements

DSLGS will provide training for its employees and volunteers regarding the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing DSLGS's policies, and all other persons who provide goods, services or facilities on behalf of DSLGS.

CUSTOMER SERVICE

Access to Goods and Services

DSLGS will seek to provide barrier-free access to the agency's services for all individuals. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of the agency's ability.

Support Persons and Service Animals

If an individual with a disability is accompanied by a support person, DSLGS will ensure that both persons may enter the premises together and that the individual is not prevented from having access to the support person. An individual with a disability accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

The agency will attempt to accommodate the individual and support person to sit with one another. In situations where confidential information might be discussed, consent will be obtained from the individual before any potentially confidential information is mentioned in front of the support person.

Communication



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

DSLGL understands the importance of accessible digital and non-digital forms of communication and will do its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports will be provided upon request, in a timely manner and at no additional cost.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of DSLGL. In the event of any temporary disruptions to facilities or services that individuals with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the agency will:

- Post notices in the nearest accessible entrance to the service disruption.
- Notify individuals with appointments by any method that may be reasonable under the circumstances.

The agency will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

Emergency Notifications

DSLGL will provide emergency and public safety information, plans and procedures, maps and warning signs at evacuation points, and any other emergency alert information, in accessible formats or with appropriate communication supports, upon request.

DSLGL will:

- Work with any individuals requesting information and to see how to best meet their needs;
- Ensure emergency information can be seen, read, and heard by anyone, including people with disabilities; and



DEVELOPMENTAL SERVICES OF LEEDS AND GRENVILLE

(Operated by B.A.C.D.H.P. Inc.)

		Code: P.P. 17
Section: PERSONNEL/ PAYROLL	Subject: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES	
Effective: March 2016	Revised: October 17, 2024	Reviewed: July 23, 2026

- If a person with a disability requires assistance from a support person in case of an emergency, make sure an employee is available to act as such.

Customer Feedback

DSLGS will ensure that all feedback processes (both internal and external) are made accessible to individuals or employees, upon request.

In accordance with the customer service standards, DSLGS will make known the availability of accessible feedback formats.

Individuals who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

BUILDING ACCESSIBILITY

DSLGS will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services for individuals and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the agency will work with the individual to provide an alternate means of access.

RELATED POLICIES:

S.P. 8 Pets and Service Animals

Mr. T. Turner,
Executive Director.