



POLICY STATEMENT

Access and Accommodation for persons with disabilities

The Society recognizes the diversity of the community it serves and is committed to resolving, where possible barriers that limit, impede or frustrate the ability of persons with disabilities to access or participate effectively in its services and processes.

The Society is committed to the following in connection with ensuring equal access to and participation in the Society's services:

- A commitment to identify, assess and respond to the accommodation or accessibility issues identified by individuals with disabilities accessing or participating in the Society's services.
- The removal of barriers relating to accessibility and accommodation issues identified by persons with disabilities participating in the Society's services including but not limited to physical barriers, informational barriers, communication barriers.

The Society will ensure that issues of accommodation and accessibility identified in connection with the delivery of the Society's services are addressed in a manner that facilitates effective access to and participation in the Society's services, and in a way that respects the dignity and independence of persons with disabilities.

Employees, volunteers and other agents of the Society are responsible for ensuring that they respond to the accommodation or accessibility issues identified by participants in the Society's processes in a timely and effective manner, and in a way that respects the dignity and independence of persons with disabilities. In connection with this responsibility, they are required to:

- Confirm the Society's commitment to assess and respond to the barrier or circumstances raising accommodation or accessibility issues, whenever a participant in the Society's process identifies a barrier raising accommodation or accessibility issues.
- Promptly communicate to the direct supervisor or manager any accommodation or accessibility issues that come to their attention, whether reported by the participant, by a third party or identified by themselves.
- Access timely and effective direction and input, as required, to respond to the accommodation and/or accessibility issue.
- Ensure cooperation that will support a resolution process resulting in practical, effective and cost efficient solutions to identified barriers.

Feedback Mechanism Regarding Service Accessibility for Persons with Disabilities

Please refer to our website under Services, Access and Accommodation. Feedback may be addressed to yourcasquestion@casott.on.ca. Feedback may also be provided by filling out a comment card that is available at the reception desk.

As appropriate, a verbal response will be provided within two working days or a written response within fifteen working days.

Eligible service complains will be processed in accordance with the provincial service complaint review procedure for Children's Aid Societies.