



CoHabit

Live independently, With care



There is no substitute for a feeling of belonging.

CoHabit Accessibility Policy

Purpose

This Policy aims to describe the guidelines followed by CoHabit to promote accessibility and inclusion in all our operations. It complies with the principles and guidelines set out in the Accessibility for Manitobans Act (AMA). The content is designed to meet the requirements of the Accessibility Standard for Customer Service (under the AMA) and CoHabit's accessibility and inclusion goals. If any barriers to our services or facility are identified but cannot be removed, we seek to provide alternate ways to access our services.

Our Commitment

CoHabit is committed to providing a safe, dignified, and welcoming environment. We are committed to meeting or exceeding the requirements of the Accessibility for Manitobans Act (AMA) and all applicable accessibility and human rights legislation in our operations at CoHabit. By providing accessible services, information, and facilities wherever possible, we seek to ensure that inclusive access to our services enables dignified, informed, and meaningful participation for people of all abilities. We strive to incorporate the principles of inclusion and equality of opportunity in all our operations and delivery of care provision and community integration programs.

Responsibilities

Training

CoHabit will provide accessibility training to all our employees. This training will be provided during the initial onboarding period when changes are made to applicable legislation and when changes are made to our organization's accessibility policies or procedures. Accessibility training will cover, at minimum:

- The principles and goals of customer service standards of the AMA and applicable accessibility legislation,
- An overview of applicable Human Rights Code content that relates to persons with disabilities,
- How to interact and communicate with people with various types of disabilities,
- How to interact and communicate with persons with disabilities who use an assistive device or require the assistance of a service animal or support person,
- What to do if a person is having difficulty accessing CoHabit's services or facility and wants to provide feedback and
- A description of CoHabit's Accessibility Policy and procedures applicable to individual roles.

CoHabit will also ensure that those involved in developing and approving our organization's accessibility-related policies, practices, and procedures are trained on applicable accessibility legislation and Human Rights Code content regarding persons with disabilities.

CoHabit's HR Supervisor will maintain training records.

Information and Communication

CoHabit will communicate with persons with disabilities in formats appropriate to their disability and accessibility needs and, whenever possible, in the manner they request. Upon request, CoHabit will provide or arrange for information about our organization and its services, including public safety information, in accessible or alternate formats and communication supports. We will promptly provide this information to persons with disabilities at no additional cost to the individual making the request.

If CoHabit determines that information or communications cannot be provided in the requested format, we will explain the situation and provide the individual with a summary version of the information or communication requested.

CoHabit will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements indicated in the AMA with any web content that it controls or manages.

Assistive Devices

CoHabit is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. Staff will be trained on how to best interact with persons with disabilities who use an assistive device.

In the event that an individual experiences a barrier when attempting to use their assistive device to access CoHabit's services or facility, our staff will work with them to provide alternate ways to accommodate their needs.

Service Animals

CoHabit is committed to welcoming persons with disabilities who are accompanied by a service animal to reside at CoHabit and access CoHabit services. CoHabit's employees will be trained on how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Service animals can often be identified through visual indicators. For example, a guide dog might be wearing a harness or a vest with a certification badge or helping a person perform tasks. Suppose a service animal cannot be easily identified. In that case, CoHabit staff may request that the person with the animal provide documentation from a regulated health professional to confirm that the animal is required for reasons relating to their disability.

Persons with disabilities accompanied by a service animal must always be in the care and control of the service animal.

Support Persons

CoHabit is committed to welcoming persons with disabilities, and a support person accompanies them.

CoHabit employees will be trained to interact with and provide support to persons with disabilities who require it. Any person with a disability who a support person accompanies will be allowed to access CoHabit facilities and services.

At no time will a person with a disability who a support person accompanies be prevented from having access to their support person while on the premises. As confidential information may be discussed while providing services, CoHabit adheres to applicable privacy legislation. We may require written consent from clients for information collection and disclosure to share information with others, and we may need a support person to sign a confidentiality agreement if accompanying a client where confidential information is being disclosed.

Notice of Temporary Disruption

CoHabit will provide notice in the event of a planned or unexpected disruption in accessible services or facilities used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services or facilities, if available.

CoHabit will communicate details of a disruption of accessible services to employees, clients, and the public using methods that are appropriate to the service disruption.

CoHabit's facility staff will post notices of service disruptions at the front entrance and in common areas. For disruptions of accessible services or facilities, CoHabit will post notices at the location of the disruption within the facility.

CoHabit's staff will post notices on our public and internal websites for lengthy and planned disruptions. Where appropriate, we will also use other methods of communicating notice of disruption of accessible services, including our social media sites, emails, or phone calls to those who may be affected.

Establishment of Accessibility Policies and Plans

CoHabit will create and maintain a multi-year accessibility plan outlining our strategy to identify, prevent, and remove barriers and to meet our requirements under applicable accessibility legislation. We will review and update CoHabit's accessibility plan every two years, in consultation with members of our Accessibility Advisory Committee, and other CoHabit staff interested in providing feedback during the review period.

Hiring

CoHabit is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of people with disabilities throughout our selection and hiring process.

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their requests.

Workplace Information

Upon request by an employee, CoHabit will provide workplace information in an accessible or alternate format or offer communication support when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals) and
- General information is available to all employees at work (for example, our Accessible Employment Policy, email communications about organizational updates, newsletters, bulletins about organizational policies, and health and safety information).

CoHabit will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information promptly. We will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include personal emergency response plans and information to assist during an emergency or evacuation.

CoHabit will consider any accessibility needs identified by employees during performance management, career development, and possible

redeployment processes and adhere to all accessibility guidelines outlined in the AMA.

Design of Public Spaces

When building or making major changes to CoHabit's public spaces, we will ensure that accessible designs are incorporated wherever possible.

Feedback or Questions regarding accessibility to CoHabit services, our facility, and how our employees interact with others is welcome and appreciated. Feedback assists us in identifying and removing barriers to accessibility.