



BARRIE MUNICIPAL NON-PROFIT HOUSING CORPORATION

Telephone: (705) 727-1101
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Barrie Municipal Non-Profit Housing Corporation Accessibility Policy

Introduction

Barrie Municipal Non-Profit Housing Corporation (BMNPHC) is committed to eliminating barriers and improving accessibility for people with disabilities.

It is the policy of BMNPHC that people with disabilities achieve accessibility in the provision of services provided by BMNPHC staff and its contractors, consistent with the principles of independence, dignity, integration and equality of opportunity.

Definitions

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing services.

Non-Profit

For the purpose of this policy, BMNPHC is defined as all employees, contractors and volunteers working for, or on behalf of, BMNPHC. This policy applies to all employees, volunteers and contractors who interact with the tenants and the public on behalf of the BMNPHC.

Disability

The definition of the term “disability,” for the purpose of this policy, is as defined in the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*. The definition of disability includes:

- Any degree of physical disability, infirmity, malformation or disfigurement.
- A condition of mental impairment or a developmental disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety & Insurance Act, 1997*.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Service Animal

Any animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability.

Contractor

For the purpose of this policy, a “contractor” is defined as an individual or company that is being paid (contracted) to provide goods or services on BMNPHC’s behalf. This policy applies to all contractors who interact with the tenants on behalf of BMNPHC.

Support Person

A support person is defined as a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services. This person can be a paid support worker, a volunteer, a friend, or a family member.

Procedures and Practice

BMNPHC will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- BMNPHC’s services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of BMNPHC’s services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from BMNPHC’s goods and services.
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from BMNPHC’s services.

Assistive Devices: A person with a disability may provide their own assistive device for the purpose of obtaining, using or benefitting from BMNPHC’s goods and services, unless said device may pose a risk to the health and safety of themselves or others, in which case BMNPHC may offer a person with a disability other reasonable measures to assist him or her in obtaining, using or benefitting from services, where such other measures available.

- In such cases where an assistive device (for example, an assistive listening device) is required for access to BMNPHC’s goods, services, or events (such as tenant meetings or the annual meeting) but where the person with a disability requires assistance to obtain said device, BMNPHC will take reasonable measures to assist in obtaining access to such devices if notified at least 30 days in advance of such requirements.

Service Animals: BMNPHC and contractors/agents providing services on BMNPHC’s behalf shall accommodate the use of service animals by people with disabilities who are accessing BMNPHC’s services, unless the animal is otherwise excluded by law. It is the responsibility of the person with a disability to ensure that their service animal is in good health, does not pose a risk to the health and safety of others and is under their care and control at all times.

Support Persons: Where a person with a disability is accompanied by a support person, BMNPHC's and its contractors shall ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person while on the premises. The support person can be a paid support worker, volunteer, a friend or a family member.

- **Admission Fees & Conference Registration Fees:** If the Association charges an admission fee in connection to a support person's attendance an event or function (such as the Annual Conference or an Association facilitated educational course), the Association shall provide advance notice of the amount, if any, payable by the support person.

Communications: When communicating with a person with a disability, BMNPHC and its contractors shall do so in a manner that respects the person's dignity and independence.

- **Availability and Format of Documents and Materials:** When providing a document to a person with a disability, BMNPHC will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Every attempt will be made to provide documents in alternative format within a reasonable time frame.

Service Disruption/Notice of Service Disruption: Temporary disruptions in BMNPHC's services and facilities may occur due to reasons that may or may not be within BMNPHC's control or knowledge. BMNPHC will make reasonable efforts to provide notice of disruptions to tenants.

Feedback: Feedback from BMNPHC's tenants/residents and members of the public is welcome. Feedback about BMNPHC's delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process will be available on BMNPHC's website (www.bmnphc.com) and/or in other appropriate locations. Please see BMNPHC's "Feedback Policy" for more information. Feedback received will be documented, responded to and tracked.

Training: BMNPHC will ensure that all employees and volunteers receive appropriate training on customer service requirements in regard to people with disabilities. The format of training will vary based on individual circumstances and records of training will be kept. Please see BMNPHC's "Training Policy on Accessibility and Customer Service" for more information.

Third party contractors who deliver goods and services on behalf of BMNPHC are also required to ensure that they meet legislative requirements of accessible customer service and that they have read understood and acknowledged BMNPHC's Accessibility Policy.



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February, 201____

Dear Tenant:

The staff at Barrie Municipal Non-Profit Housing Corporation will agree to work with you to have more accessibility aids (lifts, grab bars, power door openers, etc.) installed in your unit. We recognize the need and are happy to support tenants in their efforts to improve features to maintain their personal safety.

Please contact the Management team to discuss any funding or changes to your unit prior to installation. You may wish to consult with a professional such as an occupational therapist to best determine what aids would be best for you. If you need assistance with a referral for this or links to possible funding sources in the community, please contact the Community Relations Manager Ann Valin at 705 727-1101 ext. 226.

The Maintenance Lead Hand Bob Butler can also be reached at 705 727-1101 ext. 224 to discuss any changes you are considering for your unit.

We look forward to working with you.

Yours truly,

The Management Team at Barrie Municipal Non-Profit Housing Corporation

Background:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario Legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows for the development of accessibility standards that are designed to help make Ontario more accessible.

One of the Standards that has been developed is the Accessibility Standards for Customer Service. This standard details specific requirements for all service providers.

In general, providers must deliver goods and services in a manner that preserves the dignity and independence of people with disabilities.

RESOURCES:

Accessibility for Ontarians with Disabilities

www.mcass.gov.on.ca

Access On: Breaking Barriers Together

www.accesson.ca



Barrie Municipal Non-Profit Housing
Corporation

Office location: Victoria Village, 72 Ross Street,
Barrie, ON.L4N 1G3

PO Box 28030 Barrie, ON. L4N 7W1



Barrie Municipal Non-Profit

Housing Corporation

CUSTOMER SERVICE
FEEDBACK

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

On behalf of Barrie Municipal
Non-Profit Housing,
we are happy to work together
with you to meet
your housing needs.

We value your comments and
welcome your feedback!

Customer service feedback Accessibility Standards for Customer Service

PLEASE TELL US ABOUT THE SERVICE PROVIDED TO YOU

Details: (date, time, department, service provided)

DID WE RESPOND TO YOUR CUSTOMER SERVICE NEEDS TODAY?

Details:

CONTACT INFORMATION FOR FOLLOW UP: (optional)

BMNPHC strives to respond in a timely manner to all persons submitting feedback.

Name: _____

Mailing Address:

Postal Code: _____

Contact Phone Number (Daytime)

() _____

E-mail: _____

Preferred method of Contact:

Post

Phone

E-mail

Other _____

DID YOU HAVE ANY PROBLEMS ACCESSING OR LOCATING OUR GOODS AND SERVICES?

Yes / Somewhat / No

Please Explain:

IF THERE IS SOMETHING THAT BMNPHC CAN DO TO IMPROVE THE SERVICE YOU RECEIVED WHAT WOULD THAT BE?

Please Explain:
