

OVERVIEW AND PURPOSE

The Accessibility Policy demonstrates Canadian Assistive Devices Association's ("CADA") commitment to limiting barriers and improving accessibility for people with disabilities and ensure that CADA complies with related legislation.

GENERAL REQUIREMENTS

CADA will use reasonable efforts to ensure that its policies, practices and procedures reflect the following:

- A. CADA will ensure that all people, including those with disabilities, have access to its services.
- B. All services will be provided in a manner that recognizes the principles of independence and dignity.
- C. Every effort will be made to ensure that the services provided to those with disabilities are integrated with those provided to those without disabilities unless an alternative measure is necessary to enable a person with a disability to access the Association's services.
- D. CADA will ensure its volunteers are trained on customer service requirements in regard to people with disabilities. Training will be provided in a way that best suits the duties of volunteers.
- E. Third party contractors who deliver goods and services on behalf of CADA are required to meet legislative requirements of accessible customer service and adhere to CADA's Accessibility Policy.

SPECIFIC REQUIREMENTS

- A. **Assistive Devices:** A person with a disability may provide his/her own assistive device to enable them to access CADA's services, unless the device poses a health or safety risk to him/herself or others. In this case, CADA may offer the person with a disability other reasonable measures to assist him/her in accessing the services, where such other measures are available. CADA will take reasonable measures to assist in obtaining access to the device if notified at least 30 days in advance of such requirements.
- B. **Service Animals:** CADA will accommodate the use of service animals by those with disabilities who are accessing Association services unless the animal is otherwise excluded by law. The person with the disability will be responsible to ensure the service animal is in good health, does not pose health or safety risks and is under their care and control at all times.
- C. **Support Persons:** Where a person with a disability is accompanied by a support person who can be a paid support worker, volunteer, friend or family member, CADA will ensure that both are permitted to enter the premises together and the person with a disability has access to the support person while on the premises. If an admission fee is required for a support person's attendance at an event (e.g. a conference) CADA will provide advance notice of the amount.
- D. **Communications:** When communicating with a person with a disability, CADA will ensure that it is done in a manner that respects the person's dignity and independence. When providing documents or materials to a person with a disability, CADA will provide them in a format that takes the person's disability into account. If an alternative format is requested, every attempt will be made to accommodate the request within a reasonable time frame.
- E. **Service Disruption/Notice of Service Disruption:** Temporary disruptions in CADA's services may occur due to reasons that may or may not be within the Association's control or knowledge. CADA will make every effort to provide notice of disruptions to the public and/or Association members.

POLICY REVIEW AND MODIFICATION

The board will review the policy annually to ensure proper practices, legislative compliance and to ensure that the policy respects and promote the dignity and independence of people with disabilities.