



## **ACCESSIBILITY POLICY**

Minwaashin Lodge-Indigenous Women's Support Centre  
2323 St. Laurent Blvd.  
Ottawa, Ontario K1G 4J8

Minwaashin Lodge-Indigenous Women's Support Centre Board of Directors, Staff and volunteers are committed to ensuring equal access and participation for people with disabilities. We will treat people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we will meet the needs of people with disabilities in a timely manner that is acceptable to them. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Minwaashin Lodge is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under the *Accessibility for Ontarians with Disabilities Act 2005 (AODA)* and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to people with disabilities under any law.

Minwaashin Lodge is committed to excellence in serving and providing programs and services to all people, including people with disabilities. Our accessible service policies are consistent with the principles of independence, dignity, integrity, and equality of opportunity for people with disabilities.

Minwaashin Lodge has trained (and will continue to train) all staff and volunteers in Ontario's accessibility standards and in aspects of the Ontario Human Rights Code that relate to persons with disabilities. Our training includes:

- The *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of Service Standards
- Our policies related to these Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing programs and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our agency's facilities, programs, or services

People with disabilities may use their personal assistive devices when accessing our facilities, programs, or services. We ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our facilities, programs, or services.

We will communicate with people with disabilities in ways that consider their disability. This may include the use of a sign language interpreter if requested.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. If a fee is normally charged for a program or service, the fee will not be changed for the support person.

In certain cases, we may require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises. Before deciding, we will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence.
- Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

We will waive the fees for such a support person.

In the event of a planned or unexpected disruption to our facilities, we will notify all who use our programs and services promptly. Notices will be made publicly available via our web site ([www.minlodge.com](http://www.minlodge.com)) on our Facebook page Minwaashin Lodge Programs; with a prominent notice posted on the outside door; and with a message on our main phone number 613-741-5590.

We welcome feedback on how we provide accessible services. All feedback will help us identify barriers and respond to concerns. Feedback may be provided by completing a form on our web site, by accessing the form at our facilities, or may be given directly to the Executive Director or her designate if she is not immediately available. All feedback, including complaints, will be directed to the Executive Director or her executive assistant, and will receive a response within two business days.

We will notify the public that documents related to accessibility are available upon request on our website and posted in a prominent location at our facilities.

Our website will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

