



Peace of Mind Care

Home Care Assistance

ORGANIZATIONAL COMMITMENT

Peace of Mind Care is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. 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.

Peace of Mind Care is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. **Peace of Mind Care** understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Peace of Mind Care is committed to excellence in providing services to all clients including people with disabilities. Our accessibility policy is consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

TRAINING

Peace of Mind Care is committed to training all staff on providing accessible service, as well as other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- All persons who participate in developing **Peace of Mind Care's** policies; and
- All staff who provide services on behalf of **Peace of Mind Care**



Peace of Mind Care

Home Care Assistance

Training of our employees on accessibility will relate to their specific roles and will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- **Peace of Mind Care** policies related to accessibility
- 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 on-site at clients' homes, or otherwise that may help with providing services to people with disabilities
- What to do if a person with a disability has difficulty in accessing our services

Note: **Peace of Mind Care's** office is for staff only, clients do not come to the office. All meetings are conducted virtually over the phone and/or in the client's home.

Peace of Mind Care staff are trained by the client's Occupational Therapist, this includes, but is not limited to, training on:

- Shower chairs
- Walkers
- Wheelchairs
- Full body lifts
- Sit to stand

Peace of Mind Care will train staff on client's specific accessibility needs before being assigned to work with the client or within 30 days of being hired, whichever comes first. **Peace of Mind Care** will provide training in respect of any changes to the accessibility policy. **Peace of Mind Care** maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.



Peace of Mind Care

Home Care Assistance

ASSISTIVE DEVICES

Peace of Mind Care services are only provided within the client's home (home is anywhere the client lives). Personal assistive devices may be used by clients in their homes while staff are providing services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure accessible service.

Peace of Mind Care does not provide assistive devices, staff are trained to be familiar with various assistive devices that clients may have on site and may be used by clients with disabilities while **Peace of Mind Care** staff provide services. Staff are trained by client's Occupational Therapists.

COMMUNICATION

Peace of Mind Care communicates with people with disabilities in ways that take into account their disability. This may include, but is not limited to, the following:

- Written
- Verbal
- Virtual
- In-person

We will work with the person with disabilities to determine what method of communication works for them.

SERVICE ANIMALS

Peace of Mind Care welcomes people with disabilities and their services animals. Entry to the office of **Peace of Mind Care** is limited to staff only, however in the case that a person with a disability enters with a service animal, they will be welcomed to do so. Clients may have service animals within their home while staff provide on-site services. If a staff member has an allergy towards a client's service animal, other staffing arrangements will be made as necessary in compliance with health and safety regulations.



Peace of Mind Care

Home Care Assistance

If necessary, when we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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.

If any service animals are prohibited by another law, **Peace of Mind Care** will do the following to ensure people with disabilities can access our services:

- Explain why the animal is excluded
- Discuss with the client another way of providing services

SUPPORT PERSONS

Peace of Mind Care welcomes any person with a disability who is accompanied by a support person and will be allowed to have that person accompany them on our premises. Entry to the office of **Peace of Mind Care** is limited to staff only, however, in the case that a person with a disability enters who is accompanied by a support person, they will be welcomed.

A support person may be present in a client's home while staff are providing services, should the client be able to direct their own care, their questions and their concerns will be addressed directly with the client.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services for clients with disabilities, **Peace of Mind Care** will notify clients promptly. **Peace of Mind Care** will ensure communication of this notice and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. This notice may be posted to our website, physically on our office door, or both.



Peace of Mind Care

Home Care Assistance

FEEDBACK PROCESS

Peace of Mind Care welcomes feedback on how we provide accessible service. Feedback will help us identify barriers and respond to concerns. Clients who wish to provide feedback on the way **Peace of Mind Care** provide services can express this by:

- Filling out our *Contact Form* on our website
- Phone: 1-519-827-5866
- Email: info@pomcare.ca
- Written letter addressed to management

Clients can expect to hear back within 24-48 hours of expressing feedback. **Peace of Mind Care** ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

REQUEST FOR DOCUMENTS IN ALTERNATE FORMATS

Peace of Mind Care advises clients that documents related to accessible services are available in a format that meets the client's accessibility needs upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

INFORMATION AND COMMUNICATIONS

Peace of Mind Care has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner, while taking into account the person's accessibility needs.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we shall provide the requestor with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.



Peace of Mind Care

Home Care Assistance

Peace of Mind Care complies with Ontario Reg. 187/22: regarding the availability of information that is in a clear and accessible format to clients. This includes the right to clear and accessible information for clients about their home and community care services, as per the modernized *Patient Bill of Rights 9. (1)* under the *Connecting Care Act, 2019*.

Peace of Mind Care also meets internationally recognized Web Content Accessibility Guidelines (WAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

EMPLOYMENT

Peace of Mind Care notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We also notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for information that is:

- Needed to perform the employee's job
- Generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. We will provide the information as soon as practical after we become aware of the need for accommodation due to the employee's disability. We will review the employee's emergency response information when:



Peace of Mind Care

Home Care Assistance

- The employee moves to a different position within the organization
- The employee's overall accommodation needs, or plans are reviewed
- **Peace of Mind Care** reviews its general emergency response policies

EXISTING POLICIES

All policies of **Peace of Mind Care** respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities.