



POLICY

Section	Administration	Date Board Approved	May 2024
Policy #	A-9	Revision/Review Date	
Subject	Accessibility		
Department	Facility		
Related Regulations & Policies	Accreditation Employment Standards Act Human Rights Code OH&S WCB CUPE 46 Collective Agreement		

1. Purpose

- a) Cypress View Foundation (CVF) is committed to excellence in serving all residents/tenants including people with disabilities. CVF provides goods and services in an accessible manner for residents, staff, volunteers, third-party contractors, and people with disabilities.
- b) This policy is intended to meet the requirements of Accessibility for Accreditation standards and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. All goods and services provided by CVF shall follow the principles of dignity, independence, integration, and equal opportunity.

2. Policy Statement

CVF will create an accessibility plan and update it yearly to ensure accessibility challenges identified, reviewed, and resolved in a timely fashion. CVF will allocate a set amount on their yearly budget for Accessibility, with consideration of budgetary constraints and financial hardship.

3. Assistive Devices

- a) CVF recognizes that some residents/tenants with disabilities use assistive devices to access or benefit from the CVF’s services. CVF will make all reasonable efforts to accommodate all assistive devices.
- b) CVF will ensure that employees are trained and familiar with various assistive devices that

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may be used by resident/tenants with disabilities while accessing our services.

4. Communication

CVF will communicate with people with disabilities in ways that consider their disability.

5. Service Animals

a) CVF welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If the service animal is legally excluded from some parts of the common areas of the premises, CVF will provide alternative measures to enable the person to obtain, use or benefit from the service. If it is not readily apparent that an animal is being used as a service animal for reasons relating to the resident/tenant's disability, CVF may request verification from the resident/tenant.

Verification may include:

- i. A letter from a physician, nurse or a Regulated Health Professional (e.g. chiropractor, audiologist, optometrist) confirming that the person requires the animal for reasons related to the disability;
- ii. A valid identification card signed by the Attorney General of Canada; or
- iii. A certificate of training from a recognized guide dog school or service animal training school.

b) The resident/tenant who is accompanied by a service animal is responsible for always

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maintaining care and control of the animal.

- c) If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, CVF will make all reasonable efforts to meet the needs of all individuals.

6. Support Persons

- a) CVF recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter our premises together with the support person and will not be prevented from having access to the support person while on the premises. When necessary to protect the health or safety of a person with a disability, CVF may require a person with a disability to be accompanied by a support person when on the property.
- b) In situations where confidential information will be discussed, consent will be obtained from the resident/tenant, prior to any conversation where confidential information is discussed. If the resident/tenant is paying for additional services, such as a meal or an outing, support persons may also be required to pay all or a portion of those costs at the discretion of the site. In situations where CVF requires accompaniment by a support person, CVF will waive the admission fee or fare for the support person if one exists.

7. Notice of Temporary Disruption

CVF will make all reasonable efforts to notify residents/tenants with disabilities of any planned or unexpected disruption to its service or facilities. This notice will include

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information on the reasons for the disruption, the expected length of the disruption and a description of alternative facilities or services, if available. There may be situations where advanced notice will not be possible. Where practical, this information will be posted on the premises. Residents/tenants with appointments will be contacted and informed of the disruption.

8. Training for Staff

- a) Training on how to interact with persons with disabilities will be provided to all employees, volunteers, agents and/or contractors or other applicable third parties that act on behalf of CVF.

Training will cover the following:

- i. Instructions on how to interact and communicate with people with various types of disabilities.
- ii. Instructions on how to interact with people with disabilities who use assistive devices, require the assistance of a guide dog, service dog, or other service animal; or require the use of a support person (including the handling of admission fees).
- iii. Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- iv. Instructions on what to do if a person with a disability is having difficulty accessing your services.
- v. CVF’s policies, procedures, and practices pertaining to providing accessible resident/tenant service to residents/tenants with disabilities.

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- b) CVF will provide training as soon as practical to all current employees. Training will also be provided to new employees, volunteers, agents and/or contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices. CVF will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

9. Feedback

- a) Residents/tenants who wish to provide feedback on the way the CVF provides goods and services are asked to first bring their concerns to a manager or employee in charge. If he or she is not able to resolve your concern, we are pleased to offer you the following methods of resolving your concerns or complaints:
 - i. Email our Resident Services Coordinator @ info@cypressview.org
 - ii. Write to our HR and workflow Manager @ Cypress View Foundation, 722 Bassett Cres NW, Medicine Hat, AB T1A 7W8
 - iii. Website <https://cypressview.org/contact-us>
- b) In order to ensure the feedback process is accessible, CVF will provide or arrange for accessible formats and communication support on request.
- c) Complaints will be dealt with according to CVF’s regular complaint management procedures.

10. Notification of Availability and Format of Documents

CVF shall notify residents/tenants that the documents related to the Accessibility



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Standard for resident/tenant service is available upon request and, where possible, in an accessible format or with communication support.

Board Chair Signature

Date