

The Children's Aid Society of Algoma's Accessibility Commitment

The Children's Aid Society of Algoma (CASA) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

[Accessible Customer Service](#)

MULTI-YEAR ACCESSIBILITY PLAN

The Children's Aid Society of Algoma will establish, implement, maintain and document a Multi-Year Accessibility Plan to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with AODA.

The Multi-year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the CASA website. Upon request, a copy of the Multi-Year Accessibility Plan, in an accessible format, will be made available.

TRAINING

The Children's Aid Society of Algoma will provide training on AODA, any regulations under it, and the Ontario Human Rights Code as they relate to persons with disabilities, to employees and volunteers including Board Members and all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of CASA

ASSISTED DEVICES

Individuals with disabilities may use assisted devices to aid receipt of services. Employees, board members, volunteers on the behalf of the Agency are expected to be familiar with various assistive devices that may be used by people with disabilities.

SERVICE ANIMALS

Persons with disabilities are permitted to be accompanied by their service animal and are able to keep the animal with them in areas/premise that are open to the public when accessing service provided by the Agency unless the animal is otherwise excluded by law.

SUPPORT PERSONS

Persons with disabilities are permitted to be accompanied by their support person in area/premises that are open to the public, when accessing services provided by the Agency. The Agency shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

NOTICE OF DISRUPTION

Efforts will be made to provide clients with notice in the event of a disruption in the facilities or services potentially used by people with disabilities, including information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice will be placed as soon as possible at visible places on the premises and on the Agency website and internally.

The Children's Aid Society of Algoma will notify the public regarding the availability of accessible formats and communication supports on its website.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Upon request, CASA will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities, will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

FEEDBACK

The Children's Aid Society of Algoma will ensure that there are opportunities for feedback regarding our services to individuals with disabilities. Anyone is invited

to [provide feedback](#) and all feedback is tracked to ensure appropriate follow-up and reporting and is kept in strict confidence.

1. A copy of the Society's Accessibility policies and related documents are available upon request. Contact the Human Resources Assistant at the Children's Aid Society of Algoma at 1-888-414-3571, ext. 283.