



Policy Statement:

Stonehenge Therapeutic Community ("Stonehenge", "the Agency", "STC") has a commitment to the accessibility of our services and facilities to people with disabilities. STC will strive to provide services in a way that respects the dignity and independence of all people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services allowing them to benefit from the same services, in the same place and in a similar way as other clients. STC is committed to meeting the needs of our clients, including those with disabilities and will do so in a timely manner. This policy has been made available to the public on the Agency's website.

Stonehenge Therapeutic Community will carry out these functions and responsibilities in the following ways:

1. Providing Goods and Services

1.1 Communications

Stonehenge will communicate with people with disabilities in ways that take into account their disability. Staff will be trained on how to interact and communicate with people with various types of disabilities.

In accordance with the Information and Communication Standards of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, section 12. (1), STC *shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).*

1.2 Telephone Services

Stonehenge will communicate with people with disabilities by providing accessible telephone service to our participants. We will also train staff to communicate with clients over the telephone in clear and plain language and to speak clearly. We will offer to communicate with clients by other means of communication that might apply (e.g. written communications, email etc.) if telephone is not suitable to their communication needs, or is not available.

1.3 Assistive Devices

Stonehenge will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide that may be used by clients/customers with disabilities while accessing our goods and services.

1.4 Billing



Stonehenge is committed to providing accessible invoices, when appropriate, to any of our vendors. For this reason, invoices will be provided in the following formats upon request: hard copy, large print and email.

2. Use of Service Animals and Support Persons

2.1 Service Animals

Stonehenge welcomes people with disabilities to be accompanied by their service animal to areas that are open to the public. The agency will also ensure that all staff know how to properly interact with people with disabilities who are accompanied with a service animal.

2.2 Support Person

Stonehenge is committed to welcoming people with disabilities that are accompanied by a Support person to areas that are open to the public. At no time will Stonehenge prevent a person with a disability from having access to their support person. Fees will not be charged for the support person; however, if this changes, the information will be posted at the sites, on Stonehenge's website and will be explained in electronic communications.

3. Notice of Temporary Disruption

STC will notify clients promptly of any planned or unplanned service or facility disruptions (OTN use, Aftercare, assessments, meetings, counseling, etc.). The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed at all public entrances and on the website.

4. Training

Stonehenge will provide training to employees and others who deal with the public or other third parties on Stonehenge's behalf and all the people who are involved in the development and approval of customer service policies, practices and procedures. This will include:

- All paid staff, permanent or contract;
- Board of Directors ;
- Volunteers;
- Students completing an educational placement with Stonehenge;
- Vendors; and
- All others who provide goods, services or facilities on behalf of Stonehenge.

Training will be provided to employees and students at orientation, and over 14 days from commencement of a work or study assignment.

Board of Director's will be trained upon membership to the Board.



Vendors will be trained on a case-by-case basis depending on the product or service provided. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Stonehenge Therapeutic Community will keep a record of training that includes the dates training was provided and who attended the training. The record of training may be maintained in multiple formats, including in writing or via an electronic record database.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The purpose and Accessibility requirements from the Integrated Accessibility Regulation and Accessible Customer Service Standard;
- How the Human Rights Code pertains to persons with disabilities;
- 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 assistance of a service animal or a support person;
- The Agency's policies and procedures; and
- Changes that are made to the accessibility policies.

5. Feedback Process

Clients and staff members who wish to provide feedback on how Stonehenge Therapeutic Community provides its goods and services to people with disabilities they can through the following ways:

- Verbal
- Telephone: (519) 837-1470 x230
- Written: Attention to Chief Executive Officer
Stonehenge Therapeutic Community
60 Westwood Road, Guelph, ON N1H 7X3
- Email: info@stonehengetc.com

All feedback including complaints will be handled by the Chief Executive Officer and participants can expect to hear a response within 15 business days. Complaints will be addressed according to Stonehenge's complaint management procedures. Upon request, STC shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

6. Modifications to this or Other Policies

Any policy of Stonehenge Therapeutic Community that does not respect and promote the dignity and independence of people with disabilities will be modified or removed from Stonehenge Therapeutic Community's policies.



7. Questions about the Policies

This policy exists to achieve excellent services to clients and the public with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to the Chief Executive Officer.