



Stonehenge Therapeutic Community

Accessibility Policy

Policy Statement

Stonehenge Therapeutic Community has a commitment to the accessibility of our services and facilities to people with disabilities. Stonehenge Therapeutic Community 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. Stonehenge Therapeutic Community is committed to meeting the needs of our clients, including those with disabilities and will do so in a timely manner. 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.

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 various 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



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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 knows 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

Stonehenge Therapeutic Community will notify clients promptly of any planned or unplanned service or facility disruptions (OTN use, Aftercare, assessments, meetings, counseling). 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 of Staff

Stonehenge Therapeutic Community 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. Employees that will be trained include:

- All paid staff, permanent or contract
- All volunteers which include Board of Directors
- Students interns
- Vendors

Staff training will be provided to the staff at the time of the commencement of their duties by the appropriate supervisor. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities



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- How to interact with people with disabilities who use an assistive device, or require assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the services Stonehenge provides
- Stonehenge Therapeutic Community 's policies, practices and procedures related to the Customer Service Standard
- The purpose and the regulation of the Integrated Accessibility Standards and how they apply to Stonehenge Therapeutic Community

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 Executive Director
Stonehenge Therapeutic Community
60 Westwood Road, Guelph, ON N1H 7X3
- Email: info@stonehengetc.com

All feedback including complaints will be handled by the Executive Director and participants can expect to hear a response within 15 business days. Complaints will be addressed according to Stonehenge's complaint management procedures.

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 Executive Director.