**J.D. Lawn Service**

**Accessibility for Ontarians with Disabilities Act (AODA) Policy**

**Purpose:** The purpose of the AODA is to benefit Ontarians by developing, implementing, and enforcing accessibility standards to achieve accessibility for people with disabilities free from discrimination in goods, services, facilities, accommodation, employment, buildings, structures and premises entirely by 2025. The AODA requires that people with disabilities be treated with dignity, independence, integration and equal opportunity. Today, 15.5% of Ontario’s population has a disability and this number will continue to grow as the population ages.

**What is a Disability:** The Accessibility for Ontarians with Disabilities Act uses the same definition for “disability” as the Human Rights Code. Section 10 (1) of the *Code*defines “disability” as follows:

“*because of disability”* means for the reason that the person has or has had, or is believed to have or have had,

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

**Types of Disabilities:**

1. **Physical**

There are many types and degrees of physical disabilities. Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

1. **Hearing Impaired**

People who have hearing loss may be deaf, oral deaf, deafened or hard of hearing. These are terms used to describe different levels of hearing and/or the way a person’s hearing was diminished or lost.

1. **Visually Impaired**

Vision loss can restrict someone’s ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

1. **Speech & Language**

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

1. **Deaf Blind**

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an Intervenor, a professional support person who helps with communication.

1. **Mental Health**

Mental Health disabilities can range in severity. Some customers may experience anxiety, mood swings or panic disorders

1. **Learning**

The term “learning disabilities” refers to a variety of disorders, such as dyslexia, that affect how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

1. **Intellectual/Development**

Can limit a person’s ability to learn, communicate, do everyday physical activities and live independently.

1. **Other** (ex: sensory, temporary accidents, illnesses & diseases such as diabetes or asthma)

**J.D. Lawn Service’s commitment to providing quality service to all customers including people with disabilities:**

**Assisted Devices:**

We will ensure that our staff is properly trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

**Communication:**

We will communicate with people with disabilities in ways that take their disability into account and provide outstanding customer service regardless.

**Service Animals:**

We welcome people with disabilities and their service animals to our facility. Services animals are allowed on the parts of our property that are open to the public. We ensure that our staff is properly trained on interacting with service animals while on your property.

**Support Persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Our staff is also trained on how to interact with a customer who has a support person assisting them.

**Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or our facilities for customers with disabilities, J.D. Lawn Service will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

**Training:**

J.D. Lawn Service will provide accessible customer service training to all employees. The AODA training will cover the following areas:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
* The definition of a disability
* Types of disabilities
* J.D. Lawn Service’s commitment to providing accessible customer service to customers with disabilities
* Interacting & providing accessible customer service to a person with an assistive device, guide dog or support person
* What to do if a customer with disabilities is having difficulty accessing our services
* Protocol for advising customers with disabilities of temporary disruptions to service

**Feedback Process:**

Customers who wish to provide feedback on the way J.D. Lawn Service provides services to people with disabilities can provide feedback in the following ways:

* Via telephone at 519-337-0690
* Via email to [info@jdlawnservice.ca](mailto:info@jdlawnservice.ca)

All feedback and complaints will be handled with the utmost importance and any issues will be addressed.

**Availability of Policy:**

J.D. Lawn Service’s Accessibility for Ontarians with Disabilities policy will be available for customers on our website: http://www.jdlawnservice.ca

**Modifications to this Policy:**

Any policy, practice or procedure of J.D. Lawn Service’s that does not respect and promote principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.