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|  | **2014** |
|  | An Essential Knead  181 Highland Rd East  Kitchener, ON  N2M 3W1 |
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| **[Accessibility Polices, Practices and Procedures]** |
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**Guiding Principles**

An Essential Knead will adhere to the best of their ability to the principles of Dignity, Integration, Independence and Equal Opportunity when developing and implementing any policies, practices and procedures.

**Dignity** - service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

**Independence** - when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.

**Integration** - service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

**Equal opportunity** - service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

**Continued Monitoring and Evaluation**

An Essential Knead will work to ensure the continued monitoring and evaluation of their efforts to work toward the achievement of all polices through ongoing measurement of progress toward total inclusion. This will be accomplished through a variety of methods foremost being discussion and feedback with existing patients.

**Accessibility Policies, Practices and Procedures**

**Accessible Customer Service Training**

An Essential Knead will ensure that all practitioners, employees, volunteers, or required contractors dealing either with the public or with third party organizations (business to business) are trained under the requirements of the Accessible Customer Service for the Disabled Standard (429/07). Furthermore An Essential Knead will ensure that any new practitioners, employees, volunteers, or required contractors dealing either with the public or with third party organizations (business to business) will be trained under the requirements of the Accessible Customer Service for the Disabled Standard (429/07) within 6 months from the start date of their employment.

**Communication**

Any communication between An Essential Knead and their patients or the public will be conducted in a manner that takes into account an individual’s disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include but will not be limited to the following methods of communication;

* Verbal communication
* Written communication
* Digital communication which may include e-mail, video, audio disc or tape
* Hand gestures

**Notice of Temporary Disruption of Service**

An Essential Knead will ensure that any temporary disruption of service will be identified and related to their patients through the following means;

1. Notification of disruption indicated in writing and placed on entrance way to the offices of An Essential Knead (Priority consideration will be given to any security issues).
2. The staff answering the phones at An Essential Knead will identify the disruption of services to all incoming calls within a reasonable period of time prior to the expected or unexpected disruption of service.

The Notification of Temporary Disruption of Service will include the following information;

1. The reason for the disruption of service.
2. The expected length of the disruption of service.
3. A description of alternate services if available.

**Assistive Devices and Mobility Aids**

An Essential Knead will allow any individual using an assistive device access to the assistive device at all times while on the premises of An Essential Knead unless, it is determined to be unsafe or where a pre-existing law prohibits the use of the device.

An Essential Knead will ensure that all its employees, volunteers, or required contractors are trained and familiar with any assistive devices that may be offered by An Essential Knead for the use of the patients or the public seeking the services of the An Essential Knead.

**Services Animals**

An Essential Knead will train its employees, volunteers, or required contractors in the treatment and rules pertaining to the use of service animals.

At no time will the employees, volunteers, or required contractors of An Essential Knead prevent an individual requiring the use of a service animal (see Accessibility for Ontarians with Disabilities Act, Ontario Regulation 429/07 section 4.9) from accessing the services of the service animal while on the premises unless, a pre-existing law prohibits the animal from the premises.

**Support Persons**

At no time will the employees, volunteers, or required contractors of An Essential Knead prevent an individual requiring the use of a support person from accessing the services of the support persons while on the premises.

**Feedback Process**

It is the commitment of An Essential Knead to comply with the spirit of Accessibility for Ontarians with Disabilities Act. To this end a feedback process will be developed to enable the owner of An Essential Knead to respond to feedback received by the organization regarding the accessible customer service provided by An Essential Knead to its patients and potential patients. When feedback has been received, the owner at An Essential Knead will review the situation and make every effort to accommodate the requests of the individual or group in a manner that is satisfactory to all without causing undue hardship to An Essential Knead. This may include but may not be limited to taking the following actions;

* Calling the complainant and discussing the remedial action using a manner that takes into account the complainants disability.
* Seeking the recommendations of an association associated with the disability in question.
* Seeking the recommendations of the community.
* Seeking the advice of a disability consultant.
* Seeking the advice of legal counsel.
* Seeking the advice of a financial consultant.

The feedback process is to take into account the individuals disability, and will be made available through a variety of methods such as;

* In person
* On the telephone
* In writing
* By E-mail

An Essential Knead will respect the individual’s right to privacy under Ontario’s Privacy Information Protection Act (PIPA) and will abide by the rules of PIPA regarding any request for information.

**Alternate Formats of Communication**

An Essential Knead will endeavour to provide, if requested, alternate formats of communication such as this Policy, Practice and Procedure document as well as invoices and other applicable reports. These formats may include but are not limited to such communication structures as;

* hard copy with large font type
* electronic text
* oral communication

Since it would create an undue hardship on An Essential Knead to provide the requested information in all forms of alternate formats and is not feasible to do so, all efforts will be made to reasonably accommodate any request for information in an alternate format. Any request will take into account the requesting individuals’ disability when deciding on the appropriate format using the procedures outlined in these policies, practices and procedures manual.

**Contact Information:**

An Essential Knead

181 Highland Road East

Kitchener, ON

N2M 3W1

(519) 570-0444

[info@anessentialknead.ca](mailto:info@anessentialknead.ca)

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