L'Arche Ontario Policy

Policy Type: Service Delivery

Policy Number: SD-F13

Policy Area: Daily Living - F

Policy Approval Date: December 1, 2016

Policy Title: AODA Service Standards

Last Reviewed: September 15, 2026

L'Arche is committed to ensuring equal access and participation for people with disabilities in accordance with the Integrated Accessibility Standards Regulations (IASR) 2016 of the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The regulations include the areas of Customer Service, Information & Communication, Employment, and Design of Public Spaces, as well as meeting our obligations under the Ontario Human Rights Code respecting non-discrimination.

We strive to ensure that all locations owned or operated by L'Arche provide barrier free supports and services, information, employment and physical environments. To that end, the following actions are undertaken:

- Provide AODA training to all personnel and volunteers, highlighting standards for accessible support and services.
- Provide accessible information to all, regardless of specific communication skills.
- Offer a feedback mechanism (in various formats) to anyone living, working or visiting a site owned or operated by L'Arche, to ensure individuals have an opportunity to identify any barriers to accessibility.
- Inform current and potential personnel with disabilities of policies and practices that address accessibility needs.
- Ensure public spaces are accessible and all accessible features (e.g. elevators, washrooms, automatic doors) have appropriate signage. New or redeveloped public spaces will conform to the AODA guidelines, including signage, parking, reception areas, and entrances/exits.
- When any mechanical accessibility support (e.g. elevators) is temporarily unavailable, a notice will be posted indicating the disruption, an alternative option and duration if available.
- Post the Statement of Commitment to Accessibility in all public buildings, and on the community website.
- Develop an Accessibility Plan, updated at least every five years, that outlines the steps to be taken to remove barriers to accessibility.

Training

L'Arche will provide and document training for all personnel and volunteers, which includes:

- Review of all L'Arche related AODA policies including the purpose and objectives of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Integrated Accessibility Standards Regulation;
- Interacting and communicating with people with various types of disabilities;
- Interacting with individuals using assistive devices or the assistance of a support person or service animal;
- Using equipment or devices that may help in providing services and supports to individuals with a disability.

Communication & Supports

- The unique communication needs of individuals supported by L'Arche will be outlined in the Individual Support Plan (ISP), and all communication will be respectful while preserving an individual's independence and dignity.
- L'Arche will strive to accommodate the communication needs of individuals outside the community wishing to interact with the community.
- L'Arche will ensure that individuals from outside the community who require a support person in order to access services in L'Arche or participate in community life, will not be prevented from having access to that person.