



rare Charitable Research Reserve (**rare**) will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all visitors receive the same value and quality.
- Allowing visitors with disabilities to do things in their own ways and at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods, when possible, to ensure that visitors with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual needs when providing goods and services.
- Communicating in a manner that takes into account the visitors disability.

The Use of Assistive Devices

Our organization is committed to meeting the accessibility needs of people with disabilities. When arranging for or providing information and communications in accessible formats or with communication supports, we ensure the following:

Timely & Personalized: Formats are provided in a timely manner and in a way that fully considers the specific accessibility needs of the person with a disability.

No Extra Cost: Accessible formats are provided at a cost that is no more than the regular cost charged to other persons.

Collaborative Suitability: We consult directly with the person making the request to determine the suitability of the format or communication support.

Visitors Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by **rare**.

In cases where the assistive device presents a safety concern or where the accessibility of the assistive device might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Assistive Devices Provided by *rare*

Currently ***rare*** does not provide any assistive devices. Assistive devices may be offered upon request to assist visitors in accessing our goods and services.

The Use of Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, **rare** will ensure that the person is permitted to enter any **rare** facility and land holdings with the animal and to keep the animal with them unless the animal is otherwise excluded by law. Where a service animal is excluded by law, **rare** will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from **rare**'s goods and services. The service animal must be under the care and control of the individual at all times.

Food Service Areas

A visitor with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

Exclusion Guidelines

If a guide dog is excluded by law (see applicable laws below), **rare** will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee or volunteer).

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60 Dog Owners' Liability Act, Ontario

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the visitor for reasons relating to his/her/their disability, **rare** may request verification from the visitor.

The visitor who is accompanied by a guide dog, service dog and /or service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, **rare** will make all reasonable efforts to meet the needs of all individuals.

Notice of Temporary Service Disruptions

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of **rare**. In the event of any temporary disruptions to facilities or services that visitors with disabilities rely onto access or use **rare's** goods and services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods and services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur **rare** will provide notice by:

- Notice physically posted at the site of the disruption, as well as at the main entrance to **rare** facilities and the nearest accessible entrance to the service disruption;
- Notice on **rare** website;
- Notice included on **rare's** automated phone system;
- Contacting visitors with appointments;
- Verbally notifying visitors when they are making an appointment.

Visitor Feedback

Visitors shall have the opportunity to provide feedback on the service provided to visitors with disabilities at **rare**. Information about the feedback process will be made readily available to all visitors and notice of the process will be made available by website or upon request. Feedback forms along with alternate methods of providing feedback such as verbally (in person or via telephone) or written (handwritten, delivered, website or email), will be available upon request.

Submitting Feedback:

Visitors can submit feedback to:

- Stephanie Sobek-Swant, Executive Director
- By phone: 519-650-9336 x113
- Mailing address: 1679 Blair Road, Cambridge, Ontario, N3H 4R8
- In-person at the same address during regular business hours (Mon-Fri, 9-5pm)
- By email to Stephanie.Sobek-Swant@raresites.org

Visitors who provide formal feedback forms (both manual and online through the website) will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Follow-up will be provided to the visitor, if requested.

Accessibility Training Policy

Every person who works with members of the public or who participates in developing **rare's** policies, practices and procedures governing the provision of goods and services to the public; including **rare** staff, volunteers, agents, contractors and others who provide service on behalf of **rare**, will receive training regarding the provision of goods and services to persons with disabilities. The training will include the following information:

- The purposes of the Accessibility for Ontarians with Disabilities Act 2005 and the review of the requirements of the Customer Service Standards.
- Instructions on how to engage and communicate with persons with various types of disabilities.
- Instructions on how to engage with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help persons with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing **rare's** goods and services.

Notice of Availability of Documents

Upon request, **rare** will provide the public with notice of the availability of the documents required by the Accessibility Standards for Customer Service (O. Reg. 428/07). Notice of availability will be provided on the **rare** website and through other printed methods.

Format of Documents

If **rare** is required by the Accessibility for Ontarians with Disabilities Act, 2005, to provide a copy of a document to a person with a disability, **rare** shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.