

# Accessibility Policy for Constituency Office

MPP Jim McDonell

## Stormont-Dundas-South Glengarry

At our Constituency office, we are committed to providing excellent service to all constituents regardless of their ability. To this end, it is our aim to:

- Meet all the requirements of the Access for Ontarians With Disabilities Act, 2005
- Serve all constituents in a timely manner

Over the next few years, we will continue to make improvements in the following areas:

### **Office access**

We have moved the constituency office in Cornwall to a ground floor location and installed an assisted door for constituents with reduced mobility or strength. We will continue to ensure our facilities are suitable to accommodate the needs of our constituents and employees. Constituents who cannot reach our Cornwall office may book appointments in our two satellite offices and we will accommodate their needs. Our staff will make all reasonable efforts to accommodate constituents who cannot leave their residences and require a visit.

### **Support Animals**

We welcome constituents who use service animals in all public areas of our office.

### **Support Persons**

We welcome all support persons accompanying our constituents in all public areas of our office.

### **Communication**

We will communicate with constituents in a way that accommodates their disability. We recognize people with disabilities often avail themselves of the support and representation of a trusted person. We will accommodate such arrangements as permitted by law.

## **Continuity of Service**

We will post notices on our door regarding any interruptions in the work of the office. We will provide expected times of service resumption and alternative means of receiving assistance, such as through the phone and our website.

## **Training**

We ensure our staff are aware of the requirements of all relevant disability legislation and are committed to providing all constituents with the same standard of service. We ensure our staff is aware of the need to accommodate a wide range of disabilities and needs and will provide them with the tools to do so.

## **Procurement**

When procuring equipment and items for use by the public, we shall make all reasonable efforts to focus their design and installation on the need to accommodate constituents with disabilities. We will make current and new staff aware of our ability to accommodate any disability they may have in a timely manner.

## **Employment**

We will inform new hires and current staff that accommodations can be made during recruitment and hiring. We will design a process for addressing individual needs in a timely manner as they arise. The accessibility needs of all our employees will be considered in all performance management, career development and redeployment processes.

## **Feedback**

We welcome feedback regarding our services, including services to people with disabilities. We ensure constituents are able to give feedback both in person and through the phone, e-mail or in writing. We treat all feedback as confidential and constituents can expect a reply within 15 business days. All feedback relating to our office's services will be directed to Marilyn McMahan, Executive Assistant to MPP Jim McDonell.

## **Changes to This Policy**

We will modify any policy that does not respect the dignity and interests of people with disabilities.