



PURPOSE:

Girl Guides of Canada-Guides du Canada (GGC) is committed to ensuring that its services are provided in a manner that respects the dignity and independence of persons with disabilities and that, wherever possible, persons with disabilities are given opportunity equal to that given to others to obtain, use and benefit from GGC's services in accordance with the principles of integration and accessibility.

POLICY:

1. Communication

Members and staff who communicate with people with disabilities on GGC's behalf will do so in ways that take into account their disabilities and will work with them to determine what method of communication would meet their needs in order to be able to obtain, use and benefit from GGC's services.

2. Telephone Services

GGC will provide fully accessible telephone service whenever possible. GGC will train staff and adult Members to communicate with others over the telephone in plain language and to speak clearly and slowly. Where reasonably possible, GGC will offer people with disabilities the opportunity to communicate with GGC by e-mail, TTY, or relay service if telephone communication is unavailable or unsuitable.

3. Assistive Devices

Persons with disabilities may use their personal assistive devices as required when accessing GGC's services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access GGC's services. GGC will train staff and volunteers to be familiar with the various assistive devices that they may encounter when serving people with disabilities who wish to access GGC's services.

4. Service Animals

- 4.1** If a person with a disability accompanied by a service animal wishes to enter premises owned or operated by GGC, GGC will ensure that the person is permitted to enter such premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, GGC will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from GGC's services.

- 4.2** When it cannot easily be identified whether or not an animal is a service animal, GGC staff and/or adult Member may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. GGC will train its staff and adult Members on how to interact with people with disabilities



who are accompanied by a service animal, including how a service animal may be identified and who is a regulated health professional.

5. Support Persons

5.1 If a person with a disability is accompanied by a support person, GGC will ensure that both persons are permitted to enter premises owned or operated by GGC together. A person with a disability who is accompanied by a support person will not be prevented from having access to his or her support person while on GGC premises. Non-member support persons in a position of supervision and/or responsibility of girls are required to abide by GGC's Screening Policy 01-12-01, as well as Safe Guide and Guiding Essentials. If an amount is payable for a person's admission to premises owned or operated by GGC or in connection with a person's presence on such premises, GGC will clearly indicate in advance the amount of the fee, if any, to be charged in respect of the support person. GGC may choose to waive these fees for support persons accompanying persons with disabilities.

5.2 For health or safety reasons of the person with a disability and/or others on the premises owned or operated by GGC, GGC may determine that a support person is required to accompany a person with a disability while on such premises. Before making this decision, GGC will:

- (i) consult with the person with a disability to understand their needs;
- (ii) consider health or safety reasons based on available evidence; and
- (iii) determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If GGC determines that a support person is required to accompany a person with a disability when on premises owned or operated by GGC, GGC will waive the admission fee (if any is charged by GGC) to enter such premises for the support person.

6. Notice of Temporary Disruption

GGC will provide members and non-members with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities on GGC premises or during GGC activities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at public entrances and reception areas, or otherwise communicated in an appropriate manner.

7. Training

GGC will provide training on how to interact and communicate with people with various types of disabilities to all staff, adult Members and non-members, and others who interact with the public or other third parties on GGC's behalf, and to all those who are involved in the development and approval of policies, practices and procedures relating to GGC's interaction with Members and the public. New employees shall be provided with such training within one month of commencing their duties, or such shorter time as provided by



legislation. Members shall be trained as part of the Screening Process. Non-members shall be trained prior to their interaction with the public on GGC's behalf.

8. If GGC changes its relevant policies, practices or procedures, it will provide supplemental training as required.

9. The training referred to above shall include, but is not limited to, the following topics:

- GGC's policies, practices and procedures relating to serving people with disabilities
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use devices provided by GGC that assist with the provision or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing GGC's goods and services
- The purpose and content of the legislation governing GGC's interaction with people with disabilities in the jurisdiction(s) where the trainee works or fulfills her Guiding responsibilities

10. Feedback

GGC welcomes feedback regarding the way it provides services to people with disabilities. Such feedback can be in writing, in person, by telephone or e-mail or via such other means as the feedback provider finds appropriate, and is to be directed to the Responsible Guider (RG). Should the feedback provider feel that the response received is insufficient, he or she is encouraged to submit feedback to the Commissioner of the relevant jurisdiction, or to the employee's manager. GGC will make sure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

11. Notice of Availability of Documents

This policy and other documents that GGC is legally required to provide will be provided upon request and are available in alternate formats or with communication support. GGC will consult with the person making the request to determine the suitability of the format or communication support. GGC will provide accessible format in a timely manner and at no additional cost.