

INTENT

The College of Chiropractors of Ontario (CCO) is committed to providing inclusive and responsive services, in accordance with the *Ontario Human Rights Code, 1990*, the *Accessibility for Ontarians with Disabilities Act, 2004*, that accommodates applicants, members of CCO and members of the public with disabilities in accessing CCO services.

DESCRIPTION OF POLICY

Definitions

Under the Human Rights Code, disability means:

1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. A condition of mental impairment or a developmental disability,
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Information and Communications

CCO will communicate with people with disabilities in ways that take into account their disability.

CCO will endeavour to provide communications and documents in alternate formats upon user request and maintain a simple typeface that is easy and large enough to read and where possible allow the user to increase the font size to suit their needs.

Assistive Devices

CCO is committed to serving people with disabilities who use assistive devices to obtain, use or access CCO's location and services. When the need arises, CCO will ensure that staff are trained and familiar with assistive devices that may be used by people with disabilities while accessing CCO services.

Use of Service Animals and Support Persons

CCO is committed to accommodating people with disabilities who are accompanied by a service animal or support person to access CCO's location and services.

Notice of Temporary Disruption

CCO will provide members and the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities (such as elevators). This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Questions or Feedback

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CCO welcomes questions or feedback regarding our barrier-free services and programs. Please direct any questions or feedback in person or by mail to cco.info@cco.on.ca.