

**Accessibility:** All persons accessing IFL services will be received courteously and with every effort to accommodate any disabilities. Disabilities may include, but are not limited to, physical, intellectual, emotional, learning, reading and speaking disabilities. Disabilities may be obvious or hidden. Persons with disabilities may be comfortable or uncomfortable disclosing their needs and so attentiveness, sensitivity, thoughtfulness and consultation will be expressed by all IFL therapists in order to accommodate those with disabilities. This policy is consistent with the philosophy of the Institute of Family Living, and is also required by the *Accessibility for Ontarians with Disabilities Act*.

- every effort will be made to accommodate any needed assistive devices, service animals and/or support persons;
- every effort will be made to treat everyone with disabilities in ways that are consistent with the principles of independence, dignity, integration and equality of opportunity;
- every effort will be made to take disabilities into account when communicating with individuals whether in spoken, written or electronic form;
- if IFL's ability to accommodate disabilities is temporarily disrupted, effort will be made to communicate this to all who may be impacted, explaining the reason, the duration and any alternatives available.