



HUMAN RESOURCES MANUAL

Accessibility for Ontarians with Disabilities Act (AODA)		PROCEDURE # HR 26.00	
APPROVED BY: Executive Director		APPROVAL DATE:	Feb 2013
CROSS REFERENCE: (if applicable)		REVISION DATE:	July 2019
		REVIEW DATE:	

1.0 PROCEDURE

The Society's commitment is demonstrated in the areas of:

1.1 Communication

Society staff will communicate with persons with disabilities in ways that take into account their individual needs, using clear and plain language and alternative forms of non-verbal communication as appropriate and available. (e.g. materials available in large print, TTY telephone system, or Relay Services)

1.2 Documentation

The Society will notify the public that the documents required under the AODA are available upon request by publishing a notice on the Society's public website and posting the information in the Society's entrances. A copy of the policy will be given to any person who requests it, and its format can be agreed upon, taking into consideration a person's disability. This pertains only to information and communications that the Society controls directly or indirectly through contractual relationships. It does not apply to information the Society shares on behalf of other organizations.

1.3 Assistive Devices

The Society will allow persons with disabilities, to use, at all times, any assistive device. Assistance devices include, but are not limited to the following: cognitive aids, mobility aids such as wheelchairs, walkers, scooters, white canes; communication aids such as hearing aids, communication boards, speech generating devices or any other personal assistive device required when communicating to obtain, use, or benefit from the Society's services.

1.4 Service Animals

The Society welcomes people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and will ensure the person is permitted to keep the animal with them, unless the animal is otherwise excluded by law from the premises. The Society will also ensure that all staff personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal.



1.5 Support persons

The Society welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to access the Society's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on Society premises.

1.6 Facilities

The Society is committed to ensuring that its premises and services are welcoming and accessible to people with disabilities. As appropriate, the Society is willing to provide necessary alterations to its facilities to accommodate people with disabilities.

1.7 Temporary Disruptions

In the case of a temporary disruption, in whole or in part to any services that may be used by persons with disabilities, the Society will notify clients affected by the disruption providing the reason for it, its duration, and a description of alternative ways services will be provided. This notice may be provided by posting it at the affected facility, the Society's public website, or a pre-recorded message. In the event of an unexpected disruption of services, the Society will make every effort to remedy the disruption as soon as possible.

1.8 Employment

The Society is committed to notifying applicants about the availability of accommodations for disabilities, where needed, to support their participation in the recruitment processes in both the job posting as well as the recruitment portal. The Society is committed to providing the same internal employment opportunities to employees with disabilities. Support will be made available during the recruitment process to applicants with disabilities, including accommodations that considers an applicant's accessibility needs.

The Society shall inform each successful candidate of its policies, processes, and programs for accommodating employees with disabilities.

1.9 Training

All Society staff will be trained on AODA upon hire during their initial orientation period. Training will be provided on an ongoing basis in respect to any changes to the policies, practices and procedures as it relates to the duties of employees. Specialized training will be determined at the departmental level as the need may arise in order to support the ongoing AODA requirements.

Training will include:

- The purpose of the *Accessibility for Ontarians with Disability Act, 2005* and the requirements under the customer service standard.
- 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 support person.
- How to use the assistive devices, if any, available on the Society's premises or otherwise that may help with the provision of services to persons with disabilities
- What to do if a person with a disability is having difficulty in accessing the Society's services.

The Society maintains training records, including dates when training is provided and the name of the employee who received the training

1.5 Feedback/Complaints

The Society is open to receive feedback and welcomes any questions, suggestions, comments or ideas that help to enhance the way services are delivered to persons with disabilities.

The Society maintains a feedback process for receiving and responding to feedback/complaints about the manner in which the Society provides goods or services to people with disability. The Society is committed to acknowledging all feedback/complaints that may arise in providing services to persons with disabilities within 5 business days of receipt. The human resources department will follow up with the appropriate department to ensure that a resolution is implemented within a reasonable time frame (based on the complexity of the resolution). The Society will notify the complainant of the action plan to be undertaken.

All feedback/complaints will be reviewed on an annual basis or earlier if necessary for possible action that can be taken to improve Society services.

A document describing the feedback process will be available, upon request to any person. A feedback questionnaire will be made available by a variety of means.

1.6 Policy

No changes will be made to AODA and related policy and procedure requirements before considering the impact on people with disabilities and relevant legislation.

The AODA and related policy and procedure requirements will be reviewed and amended, as required, when additional accessibility related regulations are enacted and when changes are made to the legislative framework governing accessibility.

In the development and revisions of Society policies, the AODA legislation and intent will be considered and included as required.



REVISION HISTORY

Policy Number	Date	Revised/Reviewed By	Description of Revision
H-2-110	February 2013		original
	Aug 19, 2014	V. McCauley	Reformatted to new template
	July 2019	K Parks	Update

Accessible formats and communication supports available upon request.