

Policy Title	Accessibility for Ontarians Customer Service and Integrated Accessibility Standards (IASR)	Policy #	
Policy Owner	Human Resources		
Topic	Accessibility		
Approved By	Senior Leadership Team		
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Next Review Date	3 years		

## 1. Purpose and Scope

The Ontario Government strives to make Ontario barrier free by 2025 and Trillium Gift of Life Network (TGLN) supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

This policy is applicable to all current employees, those on secondment with TGLN and appointees, such as the Board Chair and Board members of TGLN. Hereafter, for the purpose of this policy, this group shall be collectively referred to as “individuals”.

## 2. Policy

### 1. TGLN’s Commitment

- a) Identify and remove barriers at TGLN in accordance with the *Integrated Accessibility Standards Regulation (IASR)* and document this information in a multi-year accessibility plan. This plan is reviewed and updated every five (5) years.
- b) Establish, implement and maintain policies specifically in the areas of information and communications and employment.
- c) TGLN promotes values that support relationships between our organization and people with disabilities.
- d) Foster ongoing improvements to accessibility in our premises and facilities as required by law, as well as to the services offered to members of the general public.
- e) Incorporate accessibility design, criteria and features when procuring goods, services or facilities except where it is impracticable to do so. An explanation will be provided, upon request, where circumstances render it impracticable.
- f) Facilitate the training of all individuals who liaise with the public on TGLN’s behalf, and those who participate in the development and approval of TGLN’s policies, practices and procedures on the requirements under the *IASR* and the *Human Rights Code*.

### 2. Training for Staff

- a) TGLN will ensure that all employees, volunteers, those who participate in developing our policies and those who provide goods, services or facilities on behalf of TGLN will receive training as required by *the Accessibility Standards for Customer Service* and the *IASR*.
- b) Training will be provided within one (1) month of the commencement of duties.
- c) Training will be provided in an accessible format, if required.

- d) TGLN will maintain a record of the training provided.
  - e) Training includes:
    - i. An overview of the *AODA*, and the requirements of the Customer Service Standard;
    - ii. TGLN *Accessibility* policy and the associated procedural responsibilities; and
    - iii. How to identify, remove and prevent barriers for people with disabilities in information/communications and/or employment
    - iv. Training shall include *Ontario Human Rights Code* disability provisions.
3. Use of Assistive Devices
- a) All individuals are welcome to bring and use their own assistive devices on TGLN premises.
  - b) Individuals using assistive devices are invited to contact TGLN prior to their visit to ask about any physical or sensory barriers that they might encounter while on the premises and possible accommodations that can be made.
  - c) TGLN ensures individuals are familiar with various assistive devices that may be used by stakeholders with disabilities while accessing our services or facilities.
4. Use of Service Animals
- a) Persons with a disability may enter TGLN's premises accompanied by a service animal and keep the animal with them in areas of our premises that are open to the public.
  - b) If it is not readily identifiable that the animal is used by the person for reasons related to his/her disability (ie. because of lack of visual indicators such as the use of a vest or harness), we may require documentation from a health practitioner, as defined in the *AODA Customer Service Standard*, that confirms that the animal is required for reasons related to disability.
  - c) In the event that an individual in proximity to the service animal is not able to perform the duties required, TGLN will make alternate arrangements as needed.
5. Use of Support Persons
- a) Persons with disabilities may enter TGLN premises accompanied by a support person and have access to that support person at all times. The support person is required to follow the sign-in procedures as required for all visitors.
  - b) Consent from the person with a disability is required when communicating personal matters related to the person with a disability, in the presence of a support person.
6. Notice of Temporary Disruption
- a) In the event of a planned or unexpected disruption to TGLN's service or facility which may impact individuals with disabilities, TGLN makes every effort to inform individuals as soon as possible (e.g. signage or communication to those attending on premises).
7. Feedback Process, Accessible Formats and Communication Supports
- a) TGLN welcomes feedback and comments on our services regarding how expectations are being met. Individual feedback can be submitted by email, phone or in-person.
  - b) TGLN advises the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on the TGLN

website. When providing accessible supports to the public, TGLN takes into account each person's accessibility needs due to disability and consults with the individual.

## 8. Emergency Procedures and Plans

- a) TGLN does not currently prepare emergency procedures, plans or public safety information that is available to the public.
- b) If TGLN prepares public emergency information at a future date, we will ensure that it is provided to a person with a disability in an accessible format upon request.

## 9. Accessible Website and Web Content

- a) TGLN recognizes the importance of website accessibility.
- b) Unless it is not practicable, we will incorporate the web accessibility features from the World Wide Web consortium Web Content Accessibility Guidelines (WCAG) in accordance with the timetables set out in the *Integrated Accessibility Standard*.

## 10. Self-Serve Kiosks

- a) TGLN does not have self-serve kiosks.
- b) However, if TGLN elects to design, procure or acquire self-serve kiosks at a future date, we will have regard to accessibility for people with disabilities.

## 11. Recruitment, Assessment or Selection Process

- a) TGLN advises the public about the availability of accommodation for applicants with disabilities and consults with the applicant to provide suitable accommodation that takes into account the applicant's disability-related needs. TGLN notifies candidates receiving an offer of employment about our accommodation processes in place for individuals with disabilities.

## 12. Informing Employees of Supports

- a) Notification is provided of TGLN's policies, and subsequent updates, for supporting individuals with disabilities, including the provision of job accommodations that take into account an employee's accessibility needs. For new employees, this information is provided prior to commencement of employment.

## 13. Workplace Emergency Response Information

- a) Individualized workplace emergency response information is provided to individuals with disabilities where personalized information is necessary and TGLN is aware of the need for accommodation. TGLN provides workplace emergency response information upon learning of the need for accommodation.
- b) TGLN reviews personalized workplace emergency response information, at minimum, whenever:
  - i. the employee's overall accommodation needs or plans are reviewed;
  - ii. the employee's accommodation needs change; or
  - iii. when TGLN reviews its general emergency response policies.

## 14. Documented Employee Accommodation Plans

- a) TGLN has developed and maintains a process for documented personalized accommodation plans for employees with disabilities, including those who are returning to work from an absence due to illness/injury.
- b) The process includes the elements set out in the *IASR*.
- c) Such plans shall include personalized workplace emergency response information, if applicable.

## 15. Performance Management, Career Development, and Advancement

- a) TGLN takes into account the accessibility needs of individuals with disabilities, as well as individual accommodation plans, when conducting performance management, or providing career development and advancement to individuals.

## 16. Design of Public Spaces

- a) TGLN does not currently have Public Spaces. If TGLN were to have Public Spaces in the future, TGLN will comply with the requirements under the Design of Public Spaces Standard when building or making major modifications to public spaces.
- b) Procedures will be developed for preventative and emergency maintenance and temporary disruptions of the accessible elements.

## 3. Definitions

**Accessible Formats:** Formats of information which may include, but are not limited to: large print, recorded audio and electronic formats, for use by persons with disabilities.

**Accommodation:** The special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation varies depending on the person's unique needs.

**Assistive Device:** A technical aid, communication aid or medical device that is used to increase, maintain or improve the abilities of persons with disabilities.

**Service Animal:** An animal that accompanies a person with a disability where it is readily apparent that the animal is used by the person for reasons related to their disability; or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability. As defined in the *IASR*.

**Support Person:** Another person who accompanies an individual in order to help with communication, mobility, personal care or medical needs or to access goods and service. As defined in the *IASR*.

**Communication Supports:** Supports provided to ensure TGLN's information can be received, based on the nature of the disability. Examples may include, but are not limited to, captioning, alternative and augmentative communication supports.

**Information:** Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

**Disability:** A disability may be temporary, sporadic, or permanent. Disabilities differ in severity and may be visible or invisible. A disability includes:

- ) Any degree of physical limitation;
- ) A condition of mental impairment or a developmental challenge;
- ) A learning limitation related to the understanding or use of language;
- ) A mental disorder, including addiction; and
- ) A work-related injury.

#### 4. Process/ Procedure

n/a

#### 5. References & Related Policies

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards, Ontario Regulation 191/11

Ontario Human Rights Code, 1990

#### 6. Review/ Revision History

Version #	Approved By Name of Position or Committee	Date