

Accessibility for Ontarians with Disabilities Act (AODA) Integrated Standards Policy

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Approved By:	CEO
Policy Review Frequency:	At least once every 5 years
Policy Responsibility:	Management

CanadaHelps is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. The Company understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

CanadaHelps is committed to complying with both the Ontario Human Rights Code and the AODA. The Company is committed to excellence in serving all customers, job applicants and employees in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Definitions

Assistive Device – People with disabilities may use their personal assistive devices when accessing goods, services or facilities. An assistive device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Examples can include a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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 coordination, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562, a dog, other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a regulated health professional confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the AODA Integrated Standards this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices;
- The Use of Guide Dogs, Service Animals and Service Dogs;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Client Feedback;
- Training; and
- Accommodation.
- Notice of Availability and Format of Required Documents

The Provision of Goods and Services to Persons with Disabilities

CanadaHelps will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers, including job applicants and employees, receive the same value and quality;
- allowing customers, including job applicants and employees, with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers, including job applicants and employees with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services;
- communicating in a manner that takes into account the disability of customers, including job applicants, and employees.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CanadaHelps. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

Assistive devices provided by CanadaHelps:

- None are required at this time.

Assistive devices that CanadaHelps can reasonably provide will be provided upon request, to assist a person with a disability including job applicants and employees.

Guide Dogs, Service Animals and Service Dogs

A customer, including a job applicant or employee, with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs. In the event that a service animal cannot easily be identified, CanadaHelps reserves the right to request formal documentation. The documentation must be provided by a regulated health professional and should outline the persons need for a service animal and the reason relating to the disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, CanadaHelps will make all reasonable efforts to meet the needs of all individuals.

Use of Support Persons

If a customer, including a job applicant or employee, with a disability is accompanied by a support person, CanadaHelps will ensure that both persons are allowed to enter the premises together and that the individual is not prevented from having access to

the support person. In situations where confidential information might be discussed, consent will be obtained from the customer including job applicants or employees, prior to any conversation where confidential information might be discussed.

No fee will be charged for support persons.

In certain cases, CanadaHelps might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability; and/or
- others on the premises.

Before making a decision, CanadaHelps will:

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

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CanadaHelps. In the event of any temporary disruptions to facilities or services that customers, including job applicants and employees, with disabilities rely on to access or use CanadaHelps services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable;
- reason for the disruption;
- anticipated duration; and
- a description of alternative services or options.

When disruptions occur, the Company will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption, and/or on the CanadaHelps website;

- contacting customers with appointments;
- verbally notifying customers when they are making an appointment; or
- by any other method that may be reasonable under the circumstances.

Feedback Process

CanadaHelps shall provide customers, including job applicants and employees, with the opportunity to provide feedback on the service provided to customers with disabilities.

Customers and job applicants will be notified of how to provide feedback in the following ways:

- a statement on our website; and
- upon request, by phone, email, or letter mail.

Customers including job applicants and employees who wish to provide feedback on the way CanadaHelps provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- By phone:
Phone: 1-877-755-1595 (toll-free in North America)
- By email:
accessibility@canadahelps.org
- By letter mail:
Attention: Chief Operating Officer, CanadaHelps
30 Adelaide St. East 12th Floor
Toronto, ON M5C 3G8

All feedback, including complaints, will be handled in the following manner:

- Feedback will first be reviewed by the customer service team, and then escalated to accessibility@canadahelps.org
 - If necessary, the feedback or complaint will be escalated to the CEO. Customers, including job applicants and employees, that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

CanadaHelps will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Training

Training will be provided to all members of the organization on the requirements of the Access for Ontarians with Disabilities Act and on accessible customer service and how to interact with people with different disabilities. This includes:

- All employees and volunteers;
- Anyone involved in developing policies and procedures; and
- Anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within two weeks after being hired. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

The training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and of the Integrated Accessibility Standards, Ontario Regulation 191/11;
- The areas of the Integrated Accessibility Standards that relate to an employee's duties;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - use assistive devices,
 - require the assistance of a guide dog, service dog or other service animal, or
 - require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing your services;
- Instructions on what to do if a person with a disability has applied for a job and

is interviewing with the company;

- Instructions on what to do when making decisions on career development and advancement with a person with a disability;
- Instructions on accommodation plans for a person with a disability; and
- CanadaHelps policies, procedures and practices pertaining to providing accessible customer service to clients with disabilities.

CanadaHelps will keep a record of training that includes the employee's name, and the dates training was provided and completed.

Accommodation

Upon notification of a disability, CanadaHelps will consult with the employee with a disability to determine what accommodations are needed and to develop an accommodation plan. CanadaHelps will keep a written accommodation plan for employees with disabilities, and will keep a Return-to-Work process and plan for any employee away from work due to disability.

CanadaHelps will consider the accessibility needs of all employees in the Performance Management process (for example, CanadaHelps commits to reviewing individual accommodation plans as part of the Performance Management process, having documents in accessible formats for employees with disabilities, and providing informal and formal coaching, as needed, in manner that takes disability into account).

CanadaHelps will also consider accommodations and individual accommodation plans when making career development and advancement decisions to help an employee with a disability succeed in their new responsibilities.

Notice of Availability and Format of Documents

CanadaHelps will notify customers, including job applicants and employees, that the policies and documents related to the Accessibility Standard for Customer Service and Integrated Accessibility Standards, Ontario Regulation are available upon request and in a format that takes into account the individual's disability.

For recruitment, the notice of availability and format of documents may be stated verbally and/or in the job posting. Further, internal and external job applicants will be notified throughout the interview process that accommodations are available upon

request and that CanadaHelps will consult with the candidate to provide suitable accommodations as needed.

CanadaHelps will also ensure that all newly hired and current employees will be provided a copy of this policy and if there is a change to the policy, it will be communicated as soon as possible to everyone.

It is CanadaHelps' goal to ensure that all customers, including internal and external job applicants and employees, are aware of the disability policies to support them through all aspects of interaction with the Company, including general client-company interactions, recruitment, career development and advancement. Notification will be given by posting the information in the Employee Handbook, and/or any other reasonable method.

Modification to this or other policies

Any policy of CanadaHelps that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

If you have any questions or concerns about this policy or its related procedures please contact: accessibility@canadahelps.org