

# CanadaHelps Accessibility Policy

## Statement of Commitment

CanadaHelps is committed to ensuring equal access and participation for people with disabilities, and 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.

We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Integrated Accessibility Regulation (the “ISAR”) of the Accessibility for Ontarians with Disabilities Act (“AODA”). We are committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause CanadaHelps undue hardship.

## Application of Policy

This policy applies to CanadaHelps services that are provided to the public. The policy applies to all staff and volunteers at CanadaHelps who are accountable for providing accessibility to persons with disabilities.

For the purposes of this policy, “customers” means users of CanadaHelps’ services, tools or platform, as well as job applicants, and employees.

## Providing 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 receive the same value and quality;
- allowing customers 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 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; and
- communicating in a manner that takes into account the customers’ disability.



## **Assistive Devices**

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

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.

## **Guide Dogs, Service Animals and Service Dogs**

CanadaHelps welcomes customers with disabilities that are accompanied by a guide dog, service animal or service dog. 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 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 prior to any conversation where confidential information might be discussed.

## **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 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.

## **Staff Training**

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We train our employees and volunteers on accessibility as it relates to their specific roles.



## **Information and Communications**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will make every effort to meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by the deadlines established in the legislation.

## **Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

When performance management, career development and redeployment processes are in place, we will take into account the accessibility needs of all employees.

## **Feedback Process**

CanadaHelps welcomes any feedback regarding the methods we use to provide services to persons with disabilities.

Customers 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 who wish to provide feedback on the way CanadaHelps provides goods, services or facilities to people with disabilities can provide feedback by letter mail, fax, email, or verbally in person or by phone.

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

- Feedback will be reviewed by one or more of the Human Resources Generalist, Chief of Staff, or Chief Operating Officer.
- If necessary, the feedback or complaint will be escalated to the CEO.



- Customers 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, upon request.

Customers can provide feedback by email, phone, fax, in-person, or by lettermail.

Email: [accessibility@canadahelps.org](mailto:accessibility@canadahelps.org)

Phone: 1-877-755-1595 extension 2378 (toll-free in North America)

Fax: 1-888-787-4264

Mailing Address:

Attention: Chief Operating Officer

186 Spadina Avenue, Units 1-5

Toronto, ON, M5T 3B2

## **Modifications to this policy**

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered. Any CanadaHelps policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## **Questions about this policy**

If anyone has a question about the policy, or if its purpose is not understood, please contact the Chief Operating Officer by email at [accessibility@canadahelps.org](mailto:accessibility@canadahelps.org) or by phone at 1-877-755-1595 extension 2378. CanadaHelps welcomes suggestions from staff for improving this policy and the manner in which we provide services to persons with disabilities.

## **Requests for AODA compliance documents**

Upon request, CanadaHelps shall provide a copy of this policy to any person. When a request for this policy is received, CanadaHelps will provide the document or information in a format that takes into account the requestor's disabilities.