

## Accessibility for Ontarians with Disabilities Act (AODA) Policy

Toronto Foundation (TF) strives to meet the needs of people with disabilities, and will do so by preventing and removing barriers to accessibility as mandated by the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). This goal is part of the commitment to providing equal treatment and opportunity to people with disabilities with respect to accessing services, accommodation, and employment in a way that respects their dignity and independence.

This policy contains Customer Service Standards, and guidelines addressing other aspects of accessibility that put into practice TF's AODA responsibilities. This AODA policy apply to all Employees, volunteers, and other stakeholders that provide services or interact with people with disabilities on behalf of TF.

### Definitions

"Assistive Devices" refer to auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).

"Communication Supports" refer to supports that facilitate effective communications, including but not limited to captioning, alternative and augmentative communication supports, plain language, and sign language.

"Disability" as per the Ontario *Human Rights Code*, means:

- a) 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 co-ordination, 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;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or

- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

“Service Animals” refer to animals individually trained to do work or perform tasks for the benefit of a person with a disability.

“Support Persons” refer to any persons, whether a paid professional, volunteer, family member or friend, who accompany an individual with a disability in order to help with communications, personal care or medical needs, or with access to services.

## **A. Customer Service Standards**

TF is committed to providing Customer Service practices and procedures in accordance with the four Principles of the Accessibility for Ontarians with Disabilities Act (AODA) and Regulations to:

- Protect the dignity of a person with a disability
- Provide independence to a person with a disability when accessing the services provided by the Foundation
- Provide integrated services that allow people with disabilities to fully benefit from services provided by TF
- Provide equal opportunity to have services, options and benefits as are offered to all others in the Foundation

In accordance with the Customer Service Standard of the AODA, TF undertakes to train their direct employees and volunteers, as well as individuals who participate in development policies, in these requirements and will ensure that all regular employees have received training in this standard.

Under the Ontario Human Rights Code, persons with disabilities are not required to advise the Foundation of the nature of their disability. If an accommodation is required, persons are required to advise the Foundation that they have a disability that requires accommodation, and to provide information on what accommodation they require. Where the individual with the disability feels comfortable with providing the general nature of their disability, such as “vision”, “hearing”, “mobility” or “other”, this information can assist the Foundation in providing services to the individual and including this information in the appropriate emergency and other plans of the Foundation.

TF makes the following specific commitments:

1. Assistive Devices

TF will ensure that all staff, volunteers, and others dealing with the public are trained and familiar with various assistive devices that may be used by people with disabilities while interacting with the Foundation.

2. Telephone Services

TF is committed to providing fully accessible telephone service to our customers. TF will train employees to communicate over the telephone in clear and plain language. All staff, volunteers, and any others dealing with the public will offer to communicate with customers by e-mail or fax if telephone communication is not suitable to their communication needs or is unavailable.

3. Tax Receipts

TF is committed to providing accessible tax receipts to all of our donors. For this reason, tax receipts will be provided in the following formats upon request: hard copy, e-mail, or fax.

4. Service Animals and Support Persons

TF is committed to welcoming and providing services to people with disabilities who are accompanied by a service animal or a support person on the premises. All staff, volunteers and any others dealing with the public will be properly trained on how to interact with people with disabilities who are accompanied by a service animal or support person.

5. Notice of Temporary Service Disruption

TF will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption and its anticipated duration, and a description of alternative facilities or services, if available.

6. Feedback System

Feedback regarding the way TF provides services to people with disabilities can be provided in person, by telephone, by mail, by fax, and e-mail using the contact information at the end of this policy.

Upon receipt of any complaints, TF will investigate the matter with the appropriate personnel and provide a response within five business days.

## **B. Information and Communications**

TF is committed to the information and communication standards under the AODA.

### **1. Communication**

TF shall notify members of the public and staff of the availability of accessible formats and communication supports when requested. Upon request, TF shall consult with the person making the request and provide, in a timely manner, accessible formats and communication supports that takes into account the person's disability.

Where information or communications cannot be provided in an accessible format or with communication supports, TF will provide an explanation.

### **2. Accessible Websites and Web Content**

Internet websites and web content controlled directly by TF or through a third party that allows for modification of the site will conform to the legislation's requirements.

### **3. Emergency Procedures, Plans, and Information**

TF will provide in a timely manner, upon request, any existing public emergency procedures, plans and public safety information relating to its premises in an accessible format or with appropriate communication supports.

## **C. Training**

TF will provide on-going training on the Customer Service Standard requirements under the AODA to all employees, volunteers, and others who deal with donors and other members of the public.

TF is committed to on-going training of employees and other persons who deal with – the public on Ontario's accessibility laws and accessibility aspects of the Ontario *Human Rights Code* that apply to persons with disabilities.

#### **D. Employment Standards Under the AODA**

TF is committed to the employment standards under the AODA.

##### 1. Recruitment

TF shall post information about the availability of accommodation for job applicants with disabilities in the recruitment process. When the applicant requests accommodation, TF shall consult with the applicant to arrange for accommodation in a manner that takes into account the applicant's disability.

##### 2. Employee Supports

TF will inform its current and new employees of the policies used to support employees with disabilities, including accommodation policies that take into account accessibility needs.

##### 3. Accessible Formats and Communication Supports for Employees

Upon an employee's request, TF will consult with the employee to provide and/or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

##### 4. Workplace Emergency Response Information

Individual workplace emergency response procedures will be provided to an employee with a disability where necessary. It is the employee's responsibility to ensure that TF is aware of this need.

##### 5. Performance Management and Career Development and Redeployment

TF shall take into account the accessibility needs of its employees with disabilities when providing career development, performance management, and when considering redeployment.

## E. Design of Public Spaces

TF will meet the Accessibility Standards for the Design of Public Spaces when undertaking new construction and redevelopment of public spaces.

### **Modifications to this or other policies**

As TF is committed to developing accessibility policies that respect and promote the dignity and independence of people with disabilities, no changes will be made to this policy before considering the impact on people with disabilities.

Any policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed. Our policies are maintained and updated regularly to reflect legislative changes and changes in our practices.

If an employee has a question about the policies under the AODA, please contact the Chief Operating Officer.

A copy of this policy is available on our website, and is available by contacting the Officer Coordinator.

### **Further Information**

If anyone has a question about these Accessibility Policies or requires a copy of these policies, please contact:

#### **Office Coordinator**

info@torontofoundation.ca

416.921.2035 ext. 201

Date of Approval/Review	Approved by	Brief description of changes
April 2017	Senior Management Team	New policy
2018		