

DATE REVISED: September 2021	POLICY AUTHORITY: Board PROCEDURES AUTHORITY: Collective
FREQUENCY OF REVIEW: Triennial (every three years) DATE FIRST ISSUED: January 27, 2015	CROSS REFERENCE: Collective Agreement Accessibility for Ontarian's with Disabilities Act (AODA) 2005 Accessibility Standards for Customer Service 2008 Ontario Human Rights Code 1992 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS

PURPOSE

This policy is a requirement under Ontario's Accessibility for Ontarian's with Disabilities Act (AODA) 2005. In addition, this policy sets the framework for meeting the requirements of the Collective Agreement (6.01). Times Change will meet all applicable legislated standards, rules and regulations as set out in the AODA and all other related regulations and standards.

POLICY

Every person with a disability has the right to receive service in a manner that respects their dignity and independence. Times Change Women's Employment Service Inc. (Times Change) will provide service in a way that takes in account a person's disability when accessing service. Times Change recognizes that the maintenance of an accessible space is a cornerstone to providing customer service excellence.

Times Change is responsible for implementing and maintaining safe and accessible work practices for all employees, volunteers, students, and clients.

SCOPE

This policy applies to the Board of Directors, staff, volunteers, and students of Times Change.

PROCEDURES

The Times Change Collective will ensure that all staff, volunteers, and students fulfill the requirements as set out in the AODA. As defined by the Accessibility for Ontarians with Disabilities Act, 2005, Times Change is a "small organization" with at least one but fewer than 50 employees in Ontario.

- a) All employees, Board Members, volunteers, and students will comply with this policy and observe all rules and procedures of Times Change as well as all the applicable legislated standards, and guidelines.
- b) Training will be provided to staff, volunteers and others who deal with the public or other third parties on their behalf. Training will include an overview of the Accessibility for

Ontarians with Disabilities Act, 2005. This training will be provided to staff and volunteers when they are hired.

- c) Times Change will ensure that relevant staff and volunteers are trained and are familiar with the available assistive devices that may be used by clients with disabilities while accessing our services. This may also include assistive devices available at Times Change (i.e. in the computer lab), alternate forms of documents or assistance of a staff person to complete a form.
- d) Times Change will communicate with people with disabilities in ways that take in account their disability and where possible, ask the person how to communicate with them to ensure communication is effective and accessible.
- e) Staff will welcome all people with disabilities and their service animals. Service animals will be permitted on the parts of our premises that are open to the public unless the animal is excluded by another law. If the animal is excluded by law, staff will use other measures to provide services to the person with a disability.
- f) A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Times Change premises.
- g) In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, staff will notify clients promptly. Clearly posted notices at 1005-2 Carlton Street, Toronto and/or updates on the Times Change website will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- h) Clients or staff who wish to make an accommodation request should submit their request to women@timeschange.org. Times Change staff will make accommodation requests w and communicate with the client. In instances where the accommodation requested may not be possible, staff will offer an alternative to meet the needs of the client. Clients or staff can expect to hear back within 10 business days.
- i) Clients who wish to provide feedback on how Times Change provides services to people with disabilities can do so in writing through e-mail or letter. All feedback should be directed to women@timeschange.org and will be shared with all Collective Members. Clients can expect to hear back within 10 business days.
- j) Feedback will be addressed according to our organization's regular feedback procedures

Any policy of Times Change Women's Employment Service that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

DEFINITIONS (AODA)

Disability

AODA Section 2. In this Act, ...

“disability” 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, 1997;

Assisted Device

An assistive device can be a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of a person with a disability. This may include wheelchairs, walkers or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Service Animals and Support Persons

Service animals and support persons are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, support animals that alleviate anxiety for individuals that have experienced trauma and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Some people with disabilities rely on support persons for certain services or assistance, such as using the washroom or a person with a speech impairment may use a support person to facilitate communication. A support person may be a paid professional, a volunteer, a family member or friend of the person with a disability.

AODA Training: Accessibility for Ontarians with Disabilities

Follow the link below to complete the online training requirements.

<http://www.mcass.gov.on.ca/en/serve-ability/04.aspx>

Working Together; The Code and the AODA

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Signed by the Times Change Board of Directors:



President, Board of Directors

Date



Secretary, Board of Directors

Oct 23 2021

Date