



ACCESSIBILITY STANDARDS FOR EMPLOYMENT AND CUSTOMER SERVICE

CATEGORY, SCOPE, AND AUTHORITIES		KEY DATES	
Policy category:	Governance	Approval:	Oct 4, 2022
Functional area:	All areas	Effective:	Oct 4, 2022
Applies to:	All staff and volunteers	Revision frequency:	3 years
Approval Authority:	Leadership Team	Last review:	n/a
Executive Champion:	CEO	Next review:	2025

I. RATIONALE

In pursuit of our mission to champion the health and wellbeing of all those with ovarian cancer or at risk of this disease, Ovarian Cancer Canada is committed to providing equitable treatment to people with disabilities in all our work. We support diversity and inclusion, and we are committed to creating an accessible environment that respects the dignity and independence of persons with disabilities.

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create written accessibility policies and make them publicly available. This policy enables OCC to meet the current and ongoing obligations for non-profit organizations with 20-49 employees under the Accessibility for Ontarians with Disabilities Act, 2005.

II. OBJECTIVE

Ovarian Cancer Canada (OCC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

OCC is committed to excellence in serving and providing programs, services or facilities to all stakeholders including people with disabilities. Our accessibility standards policy for employment and customer service is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

III. SCOPE

This policy applies to:

- a) All activity (employment, volunteering, provision of programs or services, etc.) which occurs on the premises, operated by OCC, to provide equal opportunities, greater contributions and increased involvement of people with accessible needs.
- b) Employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of OCC, including when the services occur off the premises, such as program delivery services, events, conferences, etc.
- c) All persons who participate in the development of OCC's policies and procedures.

IV. POLICY DETAILS

1. Training

- 1.1. OCC will provide training to all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, OCC will train:
 - all persons who participate in developing the organization's policies; and
 - all other persons who provide services or facilities on behalf of the organization.
- 1.2. Training of our employees and volunteers on accessibility will relate to their specific roles and will include:
 - purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
 - our policy related to the Customer Service Standards
 - how to interact and communicate with people with various types of disabilities
 - how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.
- 1.3. OCC will train every person as soon as practical after being hired and provide training in respect of any changes to the policies.
- 1.4. OCC will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

2. Assistive Devices

- 2.1. People with disabilities may use their personal assistive devices when accessing OCC programs, services or facilities.
- 2.2. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access OCC programs, services or facilities. 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 customer.

3. Information and Communication

- 3.1. OCC 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:
 - a) in a timely manner, taking into account the person's accessibility needs due to disability; and
 - b) at a cost that is no more than the regular cost charged to other persons.
- 3.2. We will consult with the person making the request in determining the suitability of an accessible format or communication support. If OCC determines that information or communications are unconvertible, the organization shall provide the requestor with:
 - a) an explanation as to why the information or communications are unconvertible; and
 - b) a summary of the unconvertible information or communications.

- 3.3. We will notify the public about the availability of accessible formats and communication supports in relevant communications.
- 3.4. OCC will strive to meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

4. Service Animals

- 4.1. OCC welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.
- 4.2. When we cannot easily identify that an animal is a service animal, OCC staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their 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.
- 4.3. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our programs, services or facilities:
 - explain why the animal is excluded
 - discuss with the customer another way of providing goods, services or facilities

5. Support Persons

- 5.1. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on OCC premises.
- 5.2. Where a fee or fare is normally charged to a customer for accessing OCC services, a fee/fare will not be charged for support persons.

6. Notice of Temporary Disruption

- 6.1. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, OCC will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- 6.2. Services/Facilities include our Toronto office, in-person events, virtual events and services, etc.
- 6.3. The notice will be made publicly available on the front door of our premises, as a message on our voicemail, on our website, by directly contacting customers, or any other means that may be reasonable under the circumstances.

7. Feedback Process

- 7.1. OCC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.
- 7.2. Accessibility related feedback may be provided in the following ways:
 - Directly to any OCC staff
 - In writing to OCC by email to info@ovariancanada.org, Subject line: Accessibility feedback
 - By phone: Office Manager & Administrator, Toll free: 1-877-413-7970 Ext. 220

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- 7.3. All feedback, including complaints, will be handled according to our Complaints Policy which is available on our public website.
- 7.4. OCC ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

8. Notice of Availability of Documents

- 8.1. OCC will make available to the public its Accessibility Standards Policy by posting it on our website.
- 8.2. We will provide any documents related to accessible customer service in an accessible format or with communication support, on request.

9. Self-service Kiosks

- 9.1. OCC will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

10. Employment

- 10.1. We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.
- 10.2. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- 10.3. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- 10.4. We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
 - a) information that is needed in order to perform the employee's job; and
 - b) information that is generally available to employees in the workplace
- 10.5. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
- 10.6. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.
- 10.7. We will review the individualized workplace emergency response information:
 - a) when the employee moves to a different location in the organization;
 - b) when the employee's overall accommodations needs or plans are reviewed; and
 - c) when the employer reviews its general emergency response policies.

- 10.8. We have a written process to develop individual accommodation plans for employees.
- 10.9. We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- 10.10. Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

11. Changes to Existing Policies

- 11.1. OCC policies will be reviewed and revised as required to ensure they respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities.

V. RELATED DOCUMENTS

The following internal and external documents support the application of this policy:

- a. Related organizational policies
 - [Complaints Policy](#)
- b. Applicable legislation and regulations:
 - [Ontario Human Rights Code](#)
 - [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA)
 - [Accessibility Rules for Business and Non-Profits](#), Section “If you have 20-49 employees”.

DEFINITIONS

Disability: Under the Accessible Canada Act, “disability” means: “...any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

Accessible format: Includes large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Support person: In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs, or with access to goods, services, or facilities.

Regulated health professional: A member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Leadership Team (LT): The most senior level of staff leadership within OCC comprised of the Chief Executive Officer (CEO), VP Finance and Administration, VP Marketing, Communications and Development, and VP Policy and Programs. The CEO may alter the composition of the LT as required from time to time. One person may hold more than one position. Titles may change at the discretion of the LT or the Board.

Executive Champion: A member of the LT with overall responsibility for an assigned policy including: drafting, carrying out appropriate consultations / assessment, evaluating implications of the policy including risks and costs and seeking legal advice where necessary, developing and carrying out the communication, change management and implementation plan, writing any related procedures, standards or guidelines, monitoring compliance through regular reviews of the policy and reporting to the approval authority on compliance with the policy. The Executive Champion may designate a delegate, who must be named.