



ALS Society of Canada

AODA Accessibility Policy

Last updated: June 2021

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4.0 Accessibility

4.1 AODA Accessibility Policy

The *Integrated Accessibility Standards, Regulation 191/11 ("IASR")* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment and the design of public spaces. ALS Canada's goal is to comply with the requirements under the AODA. ALS Canada will ensure all of the standards and laws under this Act are met in order to address the accessibility needs of persons with disabilities in a timely manner. ALS Canada is committed to providing effective care and service to individuals with disabilities. Providing excellent service, promoting diversity, while respecting the dignity and independence of these individuals is integral to the organization's objectives. ALS Canada has developed an Accessible Customer Service Policy and is committed to complying with this policy which will be reviewed on an annual basis for any required changes in order to promote accessibility within our client service operations. If anyone has a question about this Accessibility Policy, please contact a member of the Joint Health and Safety Committee (JHSC). A list of Committee members is located on the bulletin board in the Photocopy Room and located electronically in the "Staff Resources" folder in the shared drive.

PURPOSE

ALS Canada is committed to improving accessibility and ensuring that the following policies and practices are in place, as required by the *Accessibility for Ontarians with Disabilities Act, 2005 ("AODA")*. The organization is committed to ensuring accessible service is part of our overall objectives of providing excellent client service and promoting diversity.

OBJECTIVE

The *Integrated Accessibility Standards, Regulation 191/11 ("IASR")* under the AODA establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment and the design of public spaces. ALS Canada's goal is to comply with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, and ensure all of the standards and laws under it are met in order to address the accessibility needs of persons with disabilities in a timely manner.

DEFINITIONS

Assistive Devices: Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

Communication Supports: Supports facilitating effective communications, including 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*.

Persons with Disabilities: Individuals who have a disability as defined under the Ontario Human Rights Code (as above).

Service Animals: Animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons: 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.

POLICY

Statement of Commitment

ALS Canada is committed to providing effective care and service to individuals with disabilities. Providing excellent service, promoting diversity, while respecting the dignity and independence of these individuals is integral to the organization's objectives.

ALS Canada is committed to ensuring compliance with the accessibility requirements contained in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations.

Client Services

ALS Canada has developed an Accessible Client Service policy and is committed to complying with this policy and will review it on an annual basis for any required changes in order to promote accessibility within our client services operations.

ALS Canada has a service disruption procedure in place to notify individuals and/or the public of disruptions to our services.

Accessible Emergency Information

ALS Canada will provide Employees, Volunteers or Board Members with disabilities with individualized emergency response information where necessary, in accordance with AODA. The organization will ensure that as part of on-boarding and health and safety training processes, individualized emergency response information will be provided according to the needs of staff.

Training

ALS Canada will ensure that training is provided to Employees, Volunteers, persons who deal with the public or other third parties on their behalf, persons involved in developing accessibility policies and other staff be completed by January 1, 2016, as required by AODA. ALS Canada will also ensure that our management team is trained and aware of AODA guidelines. Training will be provided in a way that best suits Employees, Volunteers and other Staff Members, and will be on-going where there are any changes to these policies.

The content and duration of the training will be determined based on Employee, Volunteer and other staff job duties. Records of the dates of training and the number of participants/attendees to whom it was provided will be maintained to ensure all Employees are educated on accessibility laws and requirements.

Kiosks

ALS Canada does not maintain kiosks at this time, however should kiosks be acquired or operated in future; ALS Canada will consider accessibility issues.

Feedback

ALS Canada is committed to ensuring that effective processes are in place for receiving feedback and ensuring that individuals with disabilities have the ability to access the organization's feedback processes. Currently, feedback can be made by telephone at 1-800-267-4257, by e-mail at info@als.ca and in writing.

ALS Canada will complete a review of all existing feedback processes and consider the manner in which those processes can be made accessible (if they are not currently) upon request by individuals with disabilities. Individuals will be notified about the accessibility of feedback processes in accordance with AODA.

Information and Communications

ALS Canada will provide information and communications in an accessible format in a timely manner. ALS Canada will ensure that information is accessible to individuals with disabilities upon request and in consultation with the person making the request. Where information or communications cannot be provided in an accessible format or with communication supports it is not technically feasible, ALS Canada will provide an explanation for why the information or communication cannot be provided in an accessible format.

Employment

ALS Canada will inform all employees, both new and existing of our accessible employment practices so that employees are aware of how ALS Canada can support them now if they have a disability or should they ever acquire a disability in the future.

ALS Canada is committed to ensuring that the recruitment and selection processes remove any barriers that may prevent or hinder employees with disabilities, including indicating the availability of accommodation throughout the process. ALS Canada is committed to:

- When posting for a position, ALS Canada will notify employees and the public that accommodations for job applicants with disabilities are available on request in the recruitment process.
- When inviting applicants for an interview, ALS Canada will inform them that accessibility accommodations are available on request for interviews and other aspects of the selection process i.e. testing.
- When offering a position to a successful applicant, ALS Canada will inform them of the policies on accommodating employees with disabilities.

Employment details and information available to all employees will be made available in accessible formats or with communication supports, as required by law upon request by an employee. ALS Canada will consult with the employee to determine their accessibility needs and how best to accommodate

them. ALS Canada will provide individualized workplace emergency response information to employees with disabilities if the disability makes it a necessary.

As part of the accommodation process, ALS Canada will take into account the accessibility needs of employees with disabilities when considering career development, performance management, advancement and redeployment.

Design of Public Spaces

ALS Canada current offices meet the Accessibility standards for the design of public spaces. ALS Canada will continue to meet the Accessibility standards when undertaking new construction and redevelopment of public spaces.

Modification and Implementation of the Policy

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Further Information

If anyone has a question about this Accessibility Policy, please contact:

Manager, HR and Volunteer Services
jobs@als.ca

A copy of this Accessibility Policy is available in an accessible format upon request by contacting the Manager, HR and Volunteer Services.

4.2 AODA Accessible Customer Service Policy

ALS Canada is committed to improving the accessibility needs of clients with disabilities. Providing equal treatment and opportunity to people with disabilities with respect to accessing services while respecting the dignity and independence of these individuals is integral to the organization's objectives.

The *Accessibility Standards for Customer Service*, Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") establishes accessibility standards for providing customer service to persons with disabilities. The requirements under these standards are not a replacement or substitution for the requirements of the Ontario *Human Rights Code*. ALS Canada will comply with the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, and ensure all of the standards are met in order to meet the accessibility needs of persons with disabilities in a timely manner.

OBJECTIVE

Supporting Canadians living with ALS and investing in research to make ALS a treatable non terminal disease, is the mission of the organization, regardless of the practice setting. ALS Canada is committed to excellence in serving all customers including people with disabilities.

It is the policy of the organization that all people, including people living with visible and invisible disabilities, have access to the services provided by the organization, including those provided through service contractors.

With respect to clients that are living with ALS, this organization is committed to developing a plan on how to provide effective care and service to clients with disabilities.

Reasonable efforts will be made by ALS Canada, including its Employees, Volunteers and individuals providing services on their behalf, to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from ALS Canada's services;
- ALS Canada's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- Services provided to persons with disabilities are integrated with the services provided to others unless an alternative measure is necessary to allow a person with a disability to benefit from the services;
- Communications with a person with a disability are conducted in a respectful manner that takes the person's disability into account;
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access ALS Canada's offices and services unless superseded by other legislation.

DEFINITIONS

Assistive Devices – Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

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.

Persons with Disabilities – Individuals who have a disability as defined under the Ontario Human Rights Code (as above).

Service Animals – Animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Support Persons – 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.

POLICY

Assistive Devices

Clients, support representatives and other individuals with disabilities may use their own assistive devices to access services provided by ALS Canada. As required, the organization will ensure that our Staff Members are trained and familiar with various assistive devices that may be used by individuals when accessing our services and any assistive devices made available by the organization.

Accessible Communications

We will communicate with people with disabilities in ways that take into account their disability. Client support representatives and staff communicate with clients, and others in a variety of ways, including face to face meetings, letters, telephone calls and electronic/systems communications. In determining the appropriate method and form of communication, accessibility needs will be taken into account resulting from disabilities. Staff is encouraged to identify accessibility needs in communicating and interacting with ALS Canada.

Service Animals

ALS Canada welcomes individuals with disabilities who use service animals. Service animals are allowed on the parts of our premises that are open to the public or in accordance with applicable laws.

Support Persons

Client, support representatives and others with disabilities who require the assistance of a support person can have that support person accompany them onto ALS Canada premises including any ALS event.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, ALS Canada will promptly provide notification to those affected promptly. ALS Canada will make every effort to provide notice of disruptions to the public and/or clients. This notice will advise individuals and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice may be placed at our physical site and/or communicated to individuals impacted directly.

Training of Staff

ALS Canada will provide training to staff who deal with clients and/or other third parties, and those who are responsible for client service policy development, as required.

In general, training will include the following:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- information on how to interact and communicate with people with various types of disabilities including how to use assistive devices that the organization may have available to assist at ALS Canada;
- information on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- instruction on how to navigate to and from the work location and;

- instruction on what to do if a person with a disability is having difficulty accessing ALS Canada services.

Training will be provided within the first 30 days of employment and staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

ALS Canada is committed to improving our customer and encourages and seeks feedback on the way ALS Canada provides services to individuals with disabilities. Feedback can be directed:

1. By telephone at: 1-800-267-4257. Messages can be left at any time; however, regular business hours are Monday to Friday from 9:00 am to 5:00 pm (ET). Outside of these hours, the caller will be instructed to leave a message and a contact number and the goal is to return their call within the next business day.
2. By email to: info@als.ca
3. In writing to:
ALS Canada
393 University Avenue, Suite 1701
Toronto, ON M5G 1E6

All efforts will be made to correct mistakes and address concerns. Complainants will always be treated with courtesy and respect. Individuals can generally expect a response or preliminary response to their feedback within ten (10) business days of receipt by the organization.

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Modifications to this or other policies

Any policy of ALS Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.