

DOCUMENT IDENTIFICATION

Document Title	Accessibility (AODA)	Document No.	ADM-005	Page 1 of 4
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DOCUMENT CLASSIFICATION

Document Type	Policy	Category	Administration
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DOCUMENT CONTROL

Prepared By	Human Resources	Effective Date	August 18, 2022
Approved By	President & CEO	Supersedes	November 28, 2014
Date Approved	November 9, 2012	Next Review Date	As required

RELATED DOCUMENTATION / POLICIES
INTERNAL

- Code of Business Ethics and Behaviour
- Customer Service Standard
- Service Disruption Notice
- Feedback form
- Multi-year plan

EXTERNAL

- Accessibility for Ontarians with Disabilities Act, 2005
 - Ontario Regulation 429/07 – Accessibility Standards for Customer Service
 - Ontario Regulation 191/11 – Integrated Accessibility Standards

Purpose	The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities.
Scope	Workplace Safety North is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.
Responsibility & Authority	<p>EMPLOYEES, VOLUNTEERS & CONTRACTORS</p> <ul style="list-style-type: none"> • To participate in the AODA training provided by the organization and comply with the policy, practices and procedures. <p>HUMAN RESOURCES DEPARTMENT</p> <ul style="list-style-type: none"> • Maintain AODA Customer Service Standard training records for Employees, Contractors & Volunteers including names and dates. • Maintain AODA Multi-year plan • Maintain AODA tab on WSN web page.

	<ul style="list-style-type: none">• To receive feedback regarding WSN's Accessibility Customer Service Policy, practices and procedures and to respond to this feedback, when requested within the timelines and directions as identified in this policy.• To ensure that new employees, volunteers, students and WSN Board of Directors are trained as part of their on-boarding process. <p>WSN REPRESENTATIVE</p> <ul style="list-style-type: none">• To comply with AODA when dealing with customers or clients
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POLICY

WSN will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

- **Dignity** – Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence** – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration** – Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.
- **Equal Opportunity** – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

COMMUNICATION WITH PERSONS WITH DISABILITIES

When communicating with a person with a disability, WSN will do so in a manner that takes into account the person's disability. WSN commits to provide training on customer service to all current and future employees, volunteers and contract trainers. This training will include how to interact and communicate with persons with various types of disabilities.

NOTICE OF DISRUPTION IN SERVICE

In the event of a service disruption, WSN will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, WSN's website, physical postings and/or communication via email or phone call to affected individuals.

The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption,
- Information about the reason for the disruption,
- Anticipated duration of the disruption, and
- Descriptions of alternative facilities or services, if any.

ASSISTIVE DEVICES

Personal assistive devices are permitted in all WSN offices and training facilities except when subject to operator safety. WSN will train its current and future employees, volunteers and contract trainers on the use of various assistive devices available at WSN. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

So that adherence to this policy can be achieved efficiently and effectively, WSN's Board of Directors and Managers will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

SERVICE ANIMALS

Persons with a disability who are accompanied by a service animal may access premises owned and operated by WSN provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, WSN will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to WSN's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identifying alternate measures available to enable the person with a disability to access the service.

If it is not readily apparent that an animal is a service animal, the WSN Representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean-up of the service animal is the responsibility of the person with a disability.

SUPPORT PERSONS

WSN welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant WSN persons of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the WSN Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identifying alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all WSN facilities and meeting rooms that are open to the public. Where there are admission fees for an event or training session organized by WSN, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person. Please note that Support Persons will not receive certification or documentation of course completion, although they have attended a training session, they are not considered an active participant.

FEEDBACK

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. WSN will make best efforts to provide a response in the same format in which the feedback was received or in the manner identified on the feedback form as the preferred method.

WSN Management will create a feedback process that will review the implementation of this policy with WSN's partners such as unions, customers and citizens' groups; methods would include use of electronic means such as websites.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Feedback may be provided directly to Human Resources in any accessible format. WSN has created an online feedback form that will generate an automated reply acknowledging the receipt of the feedback. Most inquiries will receive a formal response within 2 business days, although depending on the nature of the feedback and method of delivery it may take up to 1 week. All feedback is confidential in accordance with FIPPA.

DISCLOSURE/ACCOMMODATION

It is the responsibility of the individual to disclose their limitations as part of an accommodation request. While the disclosure is voluntary, failure to disclose may impair WSN's ability to accommodate.

If an individual is concerned with their accommodation plan, believing that his or her request has not been handled in accordance with this policy based on their limitations, he or she may contact Human Resources.

TRAINING

WSN shall provide all Employees, Volunteers, Board of Directors, Advisory Committee members, and Contractors with a review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service. Department manager will be responsible for ensuring that advisory committee members have received training.

More in-depth training will be provided to those Employees, Volunteers and Contractors who:

- Deal with the public or other third parties on their behalf, or
- Are involved in the development and approval of customer service policies, practices and procedures.

In depth training will include:

- A review of how to interact and communicate with persons with various types of disabilities,
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use WSN's available equipment or devices that may assist with the provision of services to persons with disabilities,
- What to do if a person with a disability is having difficulty in accessing WSN goods and/or services,
- WSN's policies, procedures and practices related to the provision of services to persons with disabilities.

New employees, volunteers and contractors will be provided such training as part of their orientation. Documentation of training of employees, volunteers and contractors including names of participants and dates of training shall be maintained by the Human Resources Department.

AVAILABILITY AND FORMAT OF DOCUMENTS (ALTERNATIVE FORMATS)

All documents required by the Accessibility Standards for Customer Service, including WSN's Accessible Customer Service Policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, and by request WSN will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

MULTI-YEAR PLAN

The Integrated Accessibility Regulation Standard is the amalgamation of the information and communications standards, employment standards, transportation standards, and design of public spaces standard brought forward under the AODA. In accordance with this standard, WSN has submitted an accessibility compliance report that outlines our plan to achieve each standard in a phased approach. As such, WSN has posted our Multi-Year Plan to our public facing website.

Additional Information

For more information on the AODA Customer Service Standards, please contact the:

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)

Toll-free: 1-866-515-2025
TTY: 416-325-3408, Toll-free: 1-800-268-7095
Fax: 416-325-3407

Or, visit the following website:

<https://www.ontario.ca/page/accessibility-in-ontario>

ACRONYMS AND DEFINITIONS

AODA	Accessibility for Ontarians with Disabilities Act, 2005
WSN Representative	The WSN Employee, Volunteer or Contractor who is facilitating the service or providing the goods to the customer with the disability.

CHANGES TRACKING LOG

Revision(s) Date	Revision(s) Made
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REVIEW HISTORY

- Drafted October 2011
- Approved October 28, 2011
- Nov 2, 2012 – feedback 2 days; HR AODA responsibility on webpage; training added BoD and Advisory (Manager responsibility)
- Approved Nov 5, 2012
- November 5, 2014 – individual accommodation plans included
- November 28, 2014 – addition of multi-year plan
- August 15, 2022 – reviewed by Human Resources