



ACCESSIBILITY POLICY

Classification: Human Resources	Effective Date: May 18, 2018
Approval Authority: Board of Directors	Latest Revision: December 4, 2017, May 2018
Implementation Authority: Executive Director	

TABLE OF CONTENTS

PURPOSE

The purpose of this policy is to ensure that the New Canadians Centre Peterborough (hereby referred to as “the Organization”) complies with and is committed to the principles of the Government of Ontario’s Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code.

SCOPE

The policy applies to any individual who requires accommodation while accessing services or otherwise interacting with the Organisation.

DEFINITIONS

Accommodation:

Modifications or adjustments to the tasks, environment or to the way things are usually done that enable individuals to have an equal opportunity to participate in an Organisation's activities.

Assistive Devices:

A broad range of products such as wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices that people may bring to the Organisation's premises.

Disability:

Any physical, mental, or developmental disabilities which may or may not be visible or permanent.

Undue Hardship:

An action requiring significant difficulty or expense when considered in light of cost, outside sources of funding (if any) and health and safety requirements (if any). Undue hardship is determined on a case-by-case basis.



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RELEVANT LEGISLATION

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- Human Rights Code, R.S.O. 1990, c. H.19

RESPONSIBILITIES

Executive Director

The Executive Director or delegate is responsible for ensuring all persons with disabilities are treated in a manner that meets the expectations of the Policy. This responsibility includes:

- Selecting adequate and appropriate training;
- Ensuring all employees completed required training;
- Ensuring the office building is an accessible structure, or that alternate locations are provided for meetings;
- Reviewing all feedback provided about the way the Organisation provides services.

Director of Community Development

The Director of Community Development or delegate is responsible for providing notice of temporary disruptions of services and ensuring communication produced meet the expectations of this Policy.

Volunteer and Event Administrator

The Volunteer and Event Administrator is responsible for ensuring all volunteers complete required training.

Office Administrator

The Office Administrator is responsible for training all reception volunteers and employees who fill in at reception.

POLICY AND PROCEDURES

Policy Statement

The Organisation is committed to equal access and opportunity for all people, regardless of citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed/religion, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment) or any other defining characteristic(s) as governed by the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA) standards.



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As such, the Organisation embraces its duty to accommodate and is committed to ensure that all staff, clients and volunteers are treated with respect and dignity, and provided with the necessary accessibility accommodations and supports to thrive in their roles within the boundaries of causing undue financial hardship to the Organisation.

Guidelines

All accessibility accommodation decisions will be considered within the framework of existing provincial and federal legislation with specific reference to the OHRC and the AODA standards. When there is a discrepancy within existing regulations, the regulation offering the higher level of accessibility will take precedence.

The Duty to Accommodate as outlined in the OHRC will be followed to the point of causing undue hardship, which takes into consideration:

- cost
- access to outside sources of funding, if any
- health and safety requirements, if any.

The Organisation as of 2017 is considered to be a 'Small Organization' as defined by the AODA with under 50 employees and the following procedures meet or exceed the requirements that pertain to this designation.

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

Procedures

Training

Accessible Customer Service

The Organisation will provide Accessible Customer Service training to all employees, volunteers and others who deal with the public or other third parties on their behalf. The Executive Director or delegate will ensure this training is provided to all new employees within 3 months of their date of hire; the Event and Volunteer Coordinator or delegate will ensure that this training is provided to all volunteers before volunteer duties commence.

Training will consist of the Customer Service Standard module at the website www.accessforward.ca. All individuals required to take the training will also be required to submit the certificate of completion to the appropriate person: employees and Board member to the Executive Director, volunteers to the Volunteer Worker.



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The use of Assistive devices

The Executive Director will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing the Organisation's services.

Elevator

An elevator is available at the Organisation's main office. The Office Administrator is responsible for ensuring all reception volunteers and all employees who fill in at reception are trained in the use of the elevator.

Service dogs

The Organisation welcomes people with disabilities and their service animals. Service animals are permitted on the parts of our premises that are open to the public.

Support Workers

A person with a disability who is accompanied by a support person will be encouraged to have that person accompany them when receiving services. No fees will be charged to a support person when accompanying a person with a disability on trips, events, or activities.

Communication

Accessible formats

When a request for accommodation is received by any employee, that employee will consult with the individual to determine their accessibility needs. If the employee is unable or unsure if the individual's accessibility needs can be accommodated, the employee shall consult with their direct supervisor. The supervisor will determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of the Organisation to deliver.

Accessible formats and communication supports must be provided in a timely manner and at a cost that is not more than the regular costs charged to other people.

Examples of alternate formats and communication supports that may be considered include:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader
- Material translated into another language
- Audio recording of written information



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If the Organisation cannot convert requested material, the supervisor making that decision will provide the individual making the request with an explanation as to why the information or communications are unconvertible, and a summary of the information or communications (e.g. a written or verbal description for visual content).

Notice of temporary disruptions

In the event of a planned or unexpected disruption to services or facilities, the Organisation will notify employees, clients, and volunteers promptly. Depending on the extent of the disruption, the communication may be made by the Executive Director or designate, or the employee responsible for a specific program or service.

If all affected individuals cannot be contacted directly, a notice will be placed on the main door of the affected office(s) and will include information about the reason for the disruption and its anticipated duration. This information will also be distributed, where appropriate, via social media and/or email.

Where the Organisation is aware of a need for accommodation, all reasonable attempts will be made to make this information available in alternate formats (e.g. in a language other than English, large print, etc.).

Feedback

Individuals who wish to provide feedback on the way the Organisation provides services to people with disabilities can do so through the Organisation's website, the general Organisational email, or by contacting any employee of the Organisation through email, phone, or personally.

All feedback will be directed to the Executive Director, who will respond within 14 calendar days of receiving the feedback

Feedback mechanisms used by the Organisation, such as evaluations or surveys, must be made accessible, upon request, through the use of alternate formats or using communication supports.

Employment

Accessible Recruitment

See Human Resources Policy HR#2 Recruitment.



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Informing Employees of support

The Executive Director will inform employees of any policies or changes to policies that impact support for employees with disabilities as soon as is practicable after they begin their employment or within one calendar week of any policy change, respectively.

The Executive Director will inform all new employees of any available accessibility supports.

Workplace Emergency Response Plan

The Director of Finance and Operations will provide individualized workplace emergency response information to employees with disabilities if:

- The disability makes it necessary; and
- The Organisation is aware of the need

The Director of Finance and Operations, with the employee's consent, will share the information with anyone designated to help them in an emergency.

This information will be reviewed when:

- The employee moves to a different location in the Organisation; or
- The employee's overall accommodation needs or plan are reviewed; or
- The Organisation reviews its emergency response procedures

RELATED FORMS

RELATED POLICIES

- Human Resources Policy #2 Recruitment

HISTORY

This policy replaces the Accessible Customer Service Policy