Accessibility

Thorold Community Activities Group is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

Policy

Thorold Community Activities Group will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005, including all applicable elements of the *Integrated Accessibility Standards.*

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation
6. Emergency Plan

Thorold Community Activities Group will provide training to all employees, volunteers, and independent contractors to ensure they are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

Information and Communication

Thorold Community Activities Group will make its information accessible to people with disabilities by creating materials and supports in accessible formats, and it will notify the public of the types of accessible formats provided.

Further, Thorold Community Activities Group will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, Thorold Community Activities Group will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by Thorold Community Activities Group.

Employment

Thorold Community Activities Group welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant requests accommodation, Thorold Community Activities Group will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When presenting employment agreements, Thorold Community Activities Group will provide its Policy Manual to the successful applicant upon signing. The Manual will include TCAG's policies for accommodating employees with disabilities.

New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any future changes are made to the policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as performance management, career development, emergency response plans, and return to work information.

Thorold Community Activities Group will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

<u>Customer Service</u>

Thorold Community Activities Group will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the goods, service or facility is required by the person with the disability.
- Persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

A copy of the TCAG's Accessible Customer Service Policy is available upon request.

Process for Receiving Feedback
Thorold Community Activities Group will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, Thorold Community Activities Group will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

At Thorold Community Activities Group, the person designated to accept feedback is the Executive Director at megan@thoroldgroup.org.

Design of Public Spaces
If Thorold Community Activities Group redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. Thorold Community Activities Group will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.

Transportation
Thorold Community Activities Group does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

Emergency Plan
As per the *Accessibility for Ontarians with Disabilities Act* (AODA), Thorold Community Activities Group will ensure that individualized response plans are created for any clients or employees who identify that they will need assistance during an emergency due to a permanent or temporary disability. These responsibilities include:

- Providing individualized emergency response information to the client or employee;
- With the client/employee's consent, sharing this information with the person(s) who will be designated to aid them during an emergency;

- Reviewing the information contained in a client/employee's emergency response plan when:
    - The client/employee changes program/work locations (e.g., to a different floor or office);
    - The client/employee's overall accommodation needs are being reviewed; and
    - Thorold Community Activities Group's general emergency response policies are being reviewed.

Thorold Community Activities Group will ensure that regardless of whether the disability is permanent (e.g., vision loss), or temporary (e.g., broken limb), employees are afforded the same level of accommodations required.