



Integrated Accessibility Policy

INTRODUCTION

In 2005, the Government of Ontario passed the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA).

The purpose of this Act is to benefit all Ontarians by:

- A) Developing, implementing and enforcing accessibility standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and,
- B) Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.

By developing, implementing and enforcing accessibility standards, employers in Ontario are required to identify, remove and prevent barriers that impede the inclusion of people with disabilities. By creating policies and procedures, filing annual reports and providing training for employees and volunteers, we can ensure that all people with disabilities are treated with dignity and respect. The AODA is comprised of five overarching standards, including:

1. The Customer Service Standard
2. The Information and Communication Standard
3. The Employment Standard
4. The Transportation Standard*
5. The Design of Public Spaces Standard*

These five standards are part of the [Integrated Accessibility Standards Regulation](#), also known as the IASR, and must be met by the organization. The IASR includes, in addition to the requirements specific to each standard, the following general requirements:

- Provide training to staff and volunteers
- Develop an accessibility policy
- Create a multi-year accessibility plan and update it every five years*
- Consider accessibility in procurement and when designing/purchasing self-service kiosks*

** Not applicable to Canadian Feed The Children under IASR requirements for small non-profit organizations, and given the nature of the organization's structure.*

Canadian Feed The Children has developed this policy in accordance with requirements under the IASR.

STATEMENT OF COMMITMENT

Canadian Feed The Children (CFTC) is committed to creating a welcoming, supportive and inclusive environment that embraces difference. Guided by the four core principles of dignity, independence, integration and equal opportunity, we believe in giving all people the same opportunity to access our goods and services, in a manner that respects their dignity and independence.

Canadian Feed The Children is committed to using every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of policies and by preventing and removing barriers to accessibility and meeting requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

We will incorporate accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices as organizational changes occur, to ensure ongoing compliance.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility a reality for all.

CFTC's Accessibility Policies

In accordance with the Integrated Accessibility Standards Regulation (IASR) for small non-profit organizations, this policy addresses the following:

- A. Customer Service Standard
- B. Information and Communications Standard
- C. Employment Standard
- D. Exceptions
- E. Review

A. Customer Service Standard

Use of Service Animals, Assistive Devices and Support Persons

CFTC welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers and stakeholders with disabilities while accessing our goods or services.

We will notify customers and stakeholders of this through this policy which is posted on our website.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers and stakeholders with disabilities, we will provide notification 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.

The notice will be placed on the premises, website and phone system as appropriate.

Training for Staff

CFTC will provide training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will also be provided to individuals who are responsible for developing CFTC's policies, and all other persons who provide goods, services or facilities on behalf of CFTC.

Training will be provided on an ongoing basis to new employees, at the start of their employment, and as changes to CFTC's accessibility policies occur. Training will include but not be limited to:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan
- 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
- What to do if a person with a disability is having difficulty in accessing CFTC's goods and services

Feedback Process

In accordance with the customer service standards, CFTC will do its best to ensure that all feedback processes are made accessible to customers and stakeholders upon request.

Those who wish to provide feedback on the way CFTC provides goods and services to people with disabilities may do so via email, telephone, mail or in person. We will review the feedback and work collaboratively with internal and/or external stakeholders to explore opportunities for improving the way CFTC provides goods and services to people with disabilities. A response can be expected within 5 business days.

All feedback should be directed to:

Attn: People & Culture
Canadian Feed The Children
901- 2 Lansing Square,
Toronto, ON M2J 4P8
1-800-387-1221 or 416-757-1220
contact@canadianfeedthechildren.ca

B. Information and Communications Standard

CFTC is committed to meeting the needs of people with disabilities within the limits of its resources and will endeavor to communicate in ways that take into account their disability. We shall reference best practices and the requirements of the AODA when developing information and communications, both internal and external.

Feedback Process

To provide feedback on information and communication vehicles at CFTC please follow the customer service standard above.

Accessible Formats and Communication Supports

Unless deemed unconvertible, CFTC will endeavor to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request and within a timely manner.

CFTC will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Accessible Websites and Web Content

CFTC will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

C. Employment Standard (applies to employees only)

Recruitment, Assessment and Selection

CFTC is committed to fair and accessible employment practices. We shall notify applicants, the public and staff through each job posting and when requested, that we will make every effort to accommodate people with disabilities during the recruitment, assessment and selection processes.

Individual Accommodation Plans and Return to Work Process

CFTC will provide reasonable accommodation to employees upon request. We will have in place a process of determining possible accommodations and developing a suitable individual accommodation plan for employees who request it. This will also apply to employees returning to work after an absence due to a disability. This process will be communicated to employees and managers.

Performance Management, Career Development & Advancement and Redeployment

CFTC shall ensure the accessibility needs of employees with disabilities are taken into account and AODA requirements are adhered to when implementing performance management, career development and redeployment processes.

D. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, CFTC will ensure that the individual who made the request is provided with an explanation and a summary of the information. CFTC will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

E. Review

We will review these policies and practices as organizational changes occur, and ensure that it is reflective of CFTC's current practices and legislative requirements.

ACKNOWLEDGEMENT & AGREEMENT

I, _____, acknowledge that I have read and understand the AODA – Integrated Accessibility Standards Regulation (IASR) Employment, Information & Communications, and Customer Service Policy of Canadian Feed The Children.

I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____

DEFINITIONS

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Device – A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

Disability – The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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;
- A condition of mental impairment or a developmental disability; A learning disability, or
- dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – A highly-trained working dog to provide mobility, safety and increased independence for people who are blind.

Reasonable Accommodation – an accommodation that does not create any undue hardship on the employer's business.

Service Animal – an animal that is a service animal for a person with a disability (e.g. guide dog). The animal can be readily identified as one being used for reasons relating to the person's disability, by the vest or harness worn by the animal.

Support Person – A support person is, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.