

Accessibility Plan

2023-2028

December 2023

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A message from the chief executive officer



The Ontario Trillium Foundation's 2023 – 2028 Accessibility Plan charts the path OTF will take in continuing to meet the requirements of the Integrated Accessibility Standards Regulation and complying with the principles of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). We are proud of our achievements thus far and remain committed to moving forward, focusing on awareness raising, training, the provision of accessible tools and granting to improve key areas of daily living for people with disabilities and for older Ontarians.

We are committed to support increased accessibility across the province through our investments in the non-profit sector. A significant component of our Plan is dedicated to continuing to prepare our staff and volunteers to serve people of all abilities.

Since 2015, OTF has awarded over 1,053 grants for a total investment of \$127,982,100 for initiatives focused on removing and preventing barriers for people with disabilities. Our funding has supported accessible built environment, accessible transportation, and services for people with disabilities to help them to be active and involved in community life.

We believe integrating and maintaining increased accessibility standards is a sound investment to ensure all have a chance to make a significant contribution to their communities and help build an inclusive, healthy, and vibrant Ontario.

A handwritten signature in black ink that reads "K Bambrick". The signature is fluid and cursive.

Katharine Bambrick

Chief Executive Officer

Introduction

The mission of the Ontario Trillium Foundation (OTF) is to build healthy and vibrant communities throughout Ontario by investing in community-based initiatives and strengthening the impact of Ontario's non-profit sector.

Our values guide the Foundation, direct our activities, and help shape our culture. Our volunteers and staff reflect these values in their actions and relationships.

- We act with integrity and fairness.
- We provide outstanding customer service.
- We lead change that matters to communities.
- We pursue excellence in all we do.
- We improve through knowledge and learning.
- We build trust through transparency and accountability.
- We pursue diversity, equity, and inclusion in everything we do.

Our Accessibility Principles

OTF complies with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), ensuring that its programs and services are fully accessible to people with disabilities. Most importantly, the core principles of the Act – independence, dignity, integration, equality of opportunity for people with disabilities - are aligned with inclusion, one of the strategic enablers, or building blocks, that help us achieve our mission. The Ontario Trillium Foundation funds community initiatives that remove barriers and promote or increase equitable access to social and economic participation in community life.

Our accessibility principles are as follows:

- To support initiatives that remove barriers and promote or increase equitable access to social and economic participation in community life.
- To promote a healthy work environment where employees can participate fully in all aspects of their job.
- To offer a barrier-free workplace that is accessible to all employees, stakeholders and people with disabilities.
- To maintain comprehensive accessibility policies and a Five-year Accessibility Plan.
- To provide, through our ongoing work, a range of accessibility services and support for people with disabilities.
- To ensure that our information and communications to staff, to the public and to the people we serve are accessible.

The five-year Accessibility Plan of the Ontario Trillium Foundation builds on past planning, our accessibility record and consultation. The plan outlines our goals and milestones from 2023 to 2028. It will be reviewed and revised as required each year as we create an annual progress report. In 2028, we will release a new multi-year accessibility plan.

This five-year plan was created to comply with Section 4 of the Integrated Accessibility Standards Regulation, which requires broader public sector organizations like OTF to establish, implement, maintain and document a multi-year accessibility plan.

In addition to ensuring we are in compliance with accessibility regulations, our 2023-2028 plan builds on our growing understanding of how we can be more fully accessible, and where we can play a leadership role in accessibility that may go beyond strict compliance with the regulations. We continue to find opportunities to go above and beyond compliance around accessibility.

In 2015, there were new requirements related to alternate formats and communication supports under the Information and Communications Standards in the IASR, but in many of the other areas covered by this Regulation, we were required to simply continue to monitor and comply with requirements that came into effect from 2012 to 2014. We were also required to continue to comply with the Accessible Customer Service Standards. Therefore, much of our work from 2015 to 2017 was to ensure that we maintained our accessibility practices and fine-tuned them to align with feedback and public input. Our plan for 2023 – 2028 is to build on those practices to ensure that we continue to support people with disabilities through our accessibility practices.

Section One: Past Achievements to Remove and Prevent Barriers

This section includes a summary of the accessibility initiatives the Ontario Trillium Foundation has completed.

Customer Service

OTF has been in compliance with the Accessibility Standards for Customer Service Regulation since 2010. We continue to ensure that in our day-to-day activities we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- OTF ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people.
- We welcome feedback with contact information available on otf.ca. All questions and feedback are directed to Ina Gutium, Vice-President, Operations.

A copy of our OTF Policy on Accommodation and Accessibility is included in Appendix II to this document.

Integrating Accessibility into Our Ongoing Work

OTF has developed both informal and formal training practices and procedures to provide the best possible customer service to persons with disabilities. In addition, we have anti-violence and anti-harassment policies and training in place.

Our staff and volunteers are enabled to serve people with disabilities and can provide services in different ways.

OTF supports the use of personal assistive devices for staff, including:

- Job Access With Speech (JAWS)
- Special keyboards and headphones and assisted hearing devices

Our head office location in Toronto has automatic doors, level access to the entrance as well as elevator access. All regional offices are accessible through the use of ramps and/or elevators.

We welcome the use of service animals and support persons for people with disabilities at all OTF offices.

OTF has emergency plans in place for all staff and visitors, including those with disabilities.

Information and Communications

The Ontario Trillium Foundation has brought its commitment to accessibility to life by making accessibility part of its day-to-day activities, integrating it into its plans and policies and by ensuring that we have met all the current requirements of the accessibility regulations under the Act.

The Foundation makes every effort to communicate in a manner that considers people of all abilities:

- All OTF websites are designed with accessibility as a priority. The OTF website (otf.ca) is WCAG 2.0 Level AA compliant.
- All reports, resources, and other materials are written using plain language and with inclusive terms. All documents provided to the public are made accessible.
- OTF channels its feedback process through the Communications department to ensure consistency of response.

Employment

OTF meets the requirements of Section 27 of the Accessible Employment Standards within the Integrated Accessibility Standards Regulation Policy (IASR). Under this section, we are required to provide individualized workplace emergency response information to employees who have a disability. If the employee requires assistance in case of an emergency, and consented to have information about their accommodation needs shared, OTF provides the workplace emergency response information to the person designated by OTF to provide assistance to the employee.

- OTF employees have been notified of our commitment to work with them to create individual workplace emergency response information. Alternate formats are used if required by specific employees. Our respectful process ensures privacy for people who self-identify as needing accommodation.
- Fire wardens have spoken to people who have identified accommodation needs and have completed a plan which incorporates individualized workplace emergency responses.

Training

The Ontario Trillium Foundation provides training on the requirements of Ontario's Accessibility Laws and the Ontario Human Rights Code, as it applies to people with disabilities.

Procurement

The Ontario Trillium Foundation is committed to accessible procurement processes and has put in place relevant processes to decide on how to incorporate accessibility into its scoring when choosing a bidder.

Section Two: Strategies and Actions

Customer Service

The Ontario Trillium Foundation is committed to providing accessible customer service to people with disabilities. This means that we will continue to provide services to people with disabilities with the same high quality and timeliness as others.

OTF will ensure that it complies with the Accessibility Standards for Customer Service Regulation. More specifically:

- OTF will provide new employees and volunteers with accessible customer service training. Refresh training will be available for existing employees and volunteers.
- OTF will ensure that agents and contractors hired to interact with the public on our behalf will provide evidence that they have received the required accessible customer service training.
- OTF will gather feedback on the services it provides and will act on that feedback to improve services to people with disabilities.
- OTF will post appropriate notices regarding service disruptions.
- OTF will review and amend its Policy on Accommodation and Accessibility, as required.
- OTF will ensure that any new policies that are created regarding customer service are consistent with the principles of dignity, independence, integration and equal opportunity.
- OTF will welcome people with disabilities who use assistive devices, support people or service animals and will train our staff on assistive devices in our facilities.
- If at any time OTF is hosting an event that includes a charge for participation, we will waive that charge for support persons.

Information and Communications

The Ontario Trillium Foundation is committed to making our information and communications accessible to people with disabilities.

Accessibility Feedback Processes

All OTF's feedback processes will continue to be accessible to persons with disabilities.

OTF will continue to notify the public about the availability of accessible formats and communication supports.

- OTF will continue to build on its current practice that flows all feedback through our Communications department. This will ensure consistency of response and allow our organization to create a database of information that we can use for ongoing accessibility planning.
- OTF will continue to provide new volunteers and staff with instructions on how to handle feedback regarding accessibility during their orientation to OTF.

Communications

- All content on OTF's public websites will continue to meet the WCAG 2.0 AA standard.
- OTF will test all new online systems and technology prior to the selection process for visual accessibility.

Employment

The Ontario Trillium Foundation is committed to fair and accessible employment practices.

Recruitment

OTF will continue to notify its employees and the public about the availability of accommodations for applicants with disabilities in its job postings, as well as ahead of the interview process.

OTF will make every effort to ensure job postings are available in a variety of formats and access points to ensure that potential applicants with accommodation needs are aware of the postings.

OTF will notify successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice is included in the letter of offer to the successful applicant.

Informing Employees with Disabilities of Supports Available to Them

OTF will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through the OTF staff intranet, staff memos, email and staff meetings.

New employees will receive this information during the orientation process.

All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations.

Employees will be assured that their privacy is respected and that any sharing on information about their accommodation needs will be shared on an as-needed basis with their consent.

OTF will consult with employees with disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.

Individual Accommodation Plans

OTF has accommodation plans for employees with disabilities:

- An employee who has requested accommodation will be provided with the necessary supports.
- The accessibility needs due to a disability will be reviewed and documented by the Talent and Engagement Team, and the applicable accommodation will be provided in a timely manner. All steps will be taken to protect the privacy of the employee's personal information. The frequency and the manner in which the individual accommodation plan will be reviewed will also be documented.

- All accommodation plans are private. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation required.

Workplace Emergency Response

OTF will ensure that new employees are provided with workplace emergency information in accessible formats as necessary, that an emergency accommodation plan is prepared for them, when needed, and that emergency accommodation plans for existing employees are reviewed and revised as required.

OTF will ensure that employees requiring assistance during an emergency are knowledgeable of their own individualized emergency response plans. New employees with accommodation needs will develop individual emergency plans with the Talent and Engagement Team. Revisions will be made to the plans for existing employees should their accommodation needs change.

Return to Work

OTF has a return-to-work process for employees who have been on leave which is managed with our group insurance benefits coordinators.

Throughout the process, the Talent and Engagement Team will work closely with the employee, the employee's manager and the group insurance benefits coordinators.

OTF will ensure that managers understand the accommodations being made, as well as the privacy/communication concerns and agreements around return-to-work accessibility requirements.

OTF will formally document this process.

Performance Management and Career Development

OTF will review the accessibility needs of employees with disabilities about performance management and career development – in ways that take their accessibility needs into account, including performance plans in accessible formats, as well as coaching and feedback.

OTF will ensure that its performance management process meets the needs of employees with disabilities.

Training

The Ontario Trillium Foundation is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

OTF will ensure that training is provided in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, as outlined in the Regulations under the AODA. OTF will maintain records on what training is provided and to whom.

Training will be provided to:

- All new employees and volunteers
- All new persons who participate in developing the Foundation's policies
- All other new persons who provide services or facilities on behalf of OTF (e.g. suppliers and consultants)
- Staff whose role is to support the development of communications to the public

OTF also provides refresher training including training on any future changes to Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

OTF will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Procurement

The Ontario Trillium Foundation is committed to accessible procurement processes.

OTF will include the following paragraph in our procurement policy and in every contract and request for proposal:

- "OTF incorporates accessibility criteria and features when procuring or acquiring goods, services and facilities, except where it is not practicable to do so. Where OTF determines it is not practicable, it will record the explanation and provide the explanation in writing upon request."
- OTF will ask bidders if they have received the accessibility training required under the Accessibility Standards for Customer Service Regulation and under the Integrated Accessibility Standards Regulation Policy (IASR) when it is required for their organizations. OTF will inquire about the accessibility of the bidders' products or services, where appropriate.
- OTF will continue to use its current policy to decide on how to incorporate accessibility into its scoring when choosing a bidder.
- OTF will include in its scoring sheet a space to explain why accessibility isn't considered when it is deemed not relevant for the competition. This explanation will also be made clear in any internal decision documents concerning the decisions to proceed with a competition.
- OTF will build accessibility into event planning to ensure that all meetings are held in accessible locations and that participants are accommodated at every stage of the planning and rollout.
- OTF will test all new online systems and technology prior to the selection process to ensure it meets required accessibility standards. This will become part of the criteria in our procurement process.

For More Information:

Ina Gutium
Vice-President, Operations
Ontario Trillium Foundation

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Standard and accessible formats of this document are free upon request from:

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Contact OTF:

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Appendices

Appendix I: OTF Integrated Accessibility Standards Regulation Policy

1.0 PURPOSE

This Policy is drafted in accordance with the Integrated Accessibility Standards Regulation (IASR) (Ontario Regulation 191/11) and addresses how the Ontario Trillium Foundation (OTF) achieves or will achieve accessibility by meeting the requirements of the Regulation. The requirements will be met within the timeframes set in the Regulation.

The requirements of the Regulation include:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the OTF strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks; (not applicable to OTF)
- training;
- the specific requirements under the Accessible Information and Communications Standards and the Accessible Employment Standards;

This Policy is supported by applicable procedures which outline the detailed processes and accommodations pursuant to this policy.

2.0 POLICY

2.1 Statement of Organizational Accessibility Commitment

The Foundation is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Regulations under the AODA.

The core principles of the AODA - independence, dignity, integration, equality of opportunity for people with disabilities - are aligned with inclusion, one of the six strategic enablers, or building blocks, that help us achieve our mission. We support initiatives that remove barriers and promote or increase equitable access to social and economic participation in community life.

OTF is committed to promoting a healthy work environment where employees can participate fully in all aspects of their job. We offer a barrier-free workplace that is accessible to all employees, stakeholders and people with disabilities.

The Foundation has a comprehensive Accessibility Policy and a range of accessibility services and supports for people with disabilities. OTF also has a Five-year Accessibility Plan which outlines our strategy to provide accessible customer service, accessible information and communications, accessible employment, and barrier-free access to our offices and meetings.

2.2 Mandatory Requirements under the IASR

General Requirements

Accessibility Plans

- The Five-year OTF Accessibility Plan (“the Plan”) outlines the strategy to prevent and remove barriers between 2023 and 2028, and to meet the Foundation’s requirements under the Regulation.
- The Plan is posted on the website, otf.ca, and will be provided in alternate formats upon request.
- The Plan will be reviewed and updated annually (as required) and a new plan created at least every five years or whenever the current Plan expires.
- The Plan has been created in consultation with OTF staff and with public input.
- An annual status report on the progress of measures taken to implement the Plan will be posted on the website and in alternate formats upon request.

Procuring or Acquiring Goods, Services or Facilities

- Accessibility criteria are considered and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.
- Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, OTF will provide, upon request, an explanation as to the rationale behind this decision.

Training

- OTF ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities for:
 - All employees and volunteers
 - All persons who participate in developing Foundation’s policies; and
 - All other persons who provide goods, services or facilities on behalf of OTF (e.g. suppliers and consultants)
- The training provided is appropriate to the duties of employees, volunteers and other persons.
- Training is provided as practicable to employees, volunteers and other persons.
- Where there are changes to the Integrated Accessibility Standards Regulation Policy, training will be provided regarding those changes.
- OTF will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

2.3 Accessible Information and Communications Standards

Feedback

- The OTF feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.

- The public is notified regarding the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

- OTF will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:
 - In a timely manner that respects the person's accessibility needs due to disability; and
 - At a cost that is no more than the regular cost charged to other persons
- OTF will consult with the person making the request to determine the suitability of an accessible format or communication support.
- OTF notifies the public about the availability of accessible formats and communication supports.

Accessible Websites and Web content

- OTF's public websites and web content conform with the WCAG 2.0, in accordance with the [Integrated Accessibility Standards Regulation](#):
 - As of January 1, 2021, all Internet, intranet and web content will conform with the WCAG 2.0 Level AA, other than 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (pre-recorded);
 - Websites and web content, including web-based applications, that OTF controls directly or through a contractual relationship that allows for modification of the product, are included in this timeline, where practicable.
- In determining practicability, consideration will be given to the availability of commercial software, or tools or both, and whether planned or initiated implementation timelines will be significantly impacted.

2.4 Accessible Employment Standards

Recruitment

- OTF notifies its employees and the public about the availability of accommodations for applicants with disabilities in its recruitment processes.
- During a recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used.
- If a selected applicant requests an accommodation, OTF consults with the applicant, having regard for the applicant's accessibility needs, on the provision of a suitable accommodation.
- When making an offer of employment, OTF will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

- The Foundation informs its employees of its policies used to support employees with disabilities, including, but not limited to, policies on job accommodations that take into account the employee's accessibility needs due to a disability.
 - New employees will be informed as soon as practicable after they begin their employment.
 - Where there are changes to existing policies on the provision of job accommodations, all employees will be provided with updated information.

Accessible Formats and Communication Supports for Employees

- Where an employee makes a request, the Foundation will consult with them to provide or arrange for the provision of accessible formats and communication supports for:
 - Information that is needed in order for the employee to perform their job; and
 - Information that is generally available to employees in the workplace
- OTF will consult with the employee making the request to determine the suitability of an accessible format or communication support.

Workplace Emergency Response Information

- The Foundation provides individual workplace emergency response information to employees who have a disability:
 - Where the disability is such that individual information is necessary; and
 - Where the Foundation is aware of the need for accommodation due to the employee's disability
- An employee who has requested accommodation will be provided with the necessary supports.
- If an employee with individualized workplace emergency response information requires assistance and provides consent, OTF will provide the individualized information to the person designated by the Foundation to provide assistance to the employee.
- Individualized information is provided as soon as practicable after the Foundation becomes aware of the need for accommodation due to an employee's disability.
- The Foundation will review the individualized workplace emergency response information:
 - When the employee moves to a different location.
 - When the employee's overall accommodation needs or plan are reviewed.
 - When OTF reviews its general emergency response policies.

Documented Individual Accommodation Plans

- The Foundation will develop a written process for the development of individual accommodation plans for employees with disabilities.

Return to Work

- OTF has a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The steps of this process are:
 - The Case Manager and/or Rehabilitation Consultant at the benefit insurer will work with the employee and the employee's doctor to have the employee return to work when medically ready to do so;

- Prior to the employee's return date, the Case Manager will contact OTF and suggest a schedule for the accommodation plan for the employee's return to work (modified hours, modified duties, etc.);
- A meeting will take place with the employee, their OTF Manager and Rehabilitation Consultant to discuss the schedule and accommodation details;
- The employee returns to work as per the schedule if hours are modified;
- The OTF Manager will arrange training or refresh training if the employee has been on leave for an extended period;
- HR and the benefit insurer will follow up with the employee and the OTF Manager regularly to ensure a successful return to work.

Performance Management

- The accessibility needs of employees with disabilities, and individual accommodation plans are taken into account in the use of the Foundation's performance management program.

Career Development and Advancement

- The accessibility needs of employees with disabilities, and individual accommodation plans are not an impediment when career development and advancement is considered.

3.0 DEFINITIONS

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

Accommodation means the special arrangements made or assistance provided so that people with disabilities can participate in the experiences available to people without disabilities. Accommodation will vary depending on the person's unique needs.

Communication supports may include, but are not limited to, captioning, alternate and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communication means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Conversion-ready refers to an electronic or digital format that facilitates conversion into an accessible format.

Disability is:

- 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 service animal or on a wheelchair or other remedial appliance or device

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

Information includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

Volunteer may include a person who voluntarily undertakes a task on behalf of the Foundation.

Appendix II: OTF Policy on Accommodation and Accessibility

1.0 RATIONALE

The Ontario Trillium Foundation is committed to promoting a healthy work environment where employees can participate fully in all aspects of their job. We offer a barrier-free workplace that is accessible to all employees, stakeholders and people with disabilities.

2.0 PURPOSE

This policy outlines OTF's compliance with *The Accessibility for Ontarians with Disabilities Act*, and approach to workplace accommodation, accessibility, customer service standards and communication.

3.0 POLICY

The Foundation will seek to provide accommodation and accessibility both individually and systemically to provide a workplace that is accessible to all employees, stakeholders and people.

OTF complies with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) in ensuring that its programs and services are fully accessible to people with disabilities. Most importantly, the core principles of the Act - independence, dignity, integration, equality of opportunity for people with disabilities - are aligned with inclusion, one of the six strategic enablers, or building blocks, that help us achieve our mission. We support initiatives that remove barriers and promote or increase equitable access to social and economic participation in community life.

3.1 Scope

This policy applies to all Foundation employees, stakeholders and to members of the general public in their interactions with the Foundation.

3.2 Workplace Accommodation

All reasonable and possible measures will be taken to accommodate employees with disabilities in a manner which respects their dignity, is equitable and which enhances their ability to perform their work and fully participate in employment at the Foundation. Both essential and non-essential duties of the job will be considered and accommodation will be made, wherever possible. In the event it is determined that accommodation cannot be made, undue hardship must be satisfactorily demonstrated to the CEO, in consultation with Human Resources.

The scope of accommodation may include job redesign, work station modification, employment policy and practice modification, communication services, human or animal support services and building modification, where feasible.

3.3 Accessibility

Aligned with the Foundation's commitment to deliver barrier-free customer service, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) has created a framework to support this goal. Through the Accessibility Standards for Customer Service, people of all abilities will have access to the customer service they need.

3.4 Customer Service Standards

The standards, practices and procedures are aligned with our support for the AODA principles of dignity, independence, integration, and equal opportunity.

Customer Service Standards

- All OTF staff and volunteers provide services that respect the dignity and independence of persons with disabilities.
- Provision of services to persons with disabilities will be integrated unless an alternative measure is necessary, on a temporary or permanent basis, to enable the person full access to the service.
- Persons with disabilities are given an equal opportunity to services as others.
- If at any time OTF is hosting an event that includes a charge for participation, OTF will waive that charge for support persons.
- OTF, its staff, volunteers and service providers communicate in a manner that takes into account a person's disability.
- OTF ensures that policies, practices and procedures that support accessibility will be documented and reviewed and will be accessible to the public.
- OTF provides a public feedback mechanism on its Customer Service Standards through its website.

Customer Service Standards Procedures

- All Foundation staff and volunteers receive training on the Customer Service Standards as soon as reasonably possible after joining the Foundation.
- Accessibility Standards for Customer Service (AODA) training is a key component of the OTF Corporate Orientation Program for staff and volunteers. Training for Grant Review Team members is provided by local Program Managers as part of local orientation and training for OTF Board members and OTF employees is provided in group or individual sessions by Human Resources staff. The training includes:
 - Serving Customers with Disabilities (AODA video)
 - Information on *The Accessibility for Ontarians with Disabilities Act, 2005*
 - Information on the Foundation's current Accessibility Services and Support
 - The Foundation's Accommodation and Accessibility Policy
- The names of individuals receiving this training are recorded as required by The Accessibility for Ontarians with Disabilities Act, 2005; this documentation is filed with Human Resources.

- OTF ensures that staff, volunteers and any contracted service providers understand the importance of communicating in a manner that is respectful, pro-active and responsive to the needs of a person with a disability.

Examples

- Responsive communication skills training forms a key component in the OTF Corporate Orientation Program.
- OTF provides a variety of personal assistive devices including: JAWS (Job Access with Speech) and special keyboards and headphones.
- OTF ensures that its written materials use respectful and inclusive language, and makes concerted efforts to use plain language in all its communications.
- Many OTF resources may be available in different formats.
- OTF will provide accommodation for special needs, such as sign language interpretation or services to support accommodation needs.
- The use of service animals and the use of support persons for people with disabilities are welcomed at all OTF offices.
- Our volunteers are aware and respectful of the needs of people with special needs and the organizations that support them.
- Our staff is comfortable serving customers with disabilities and our services can be provided in different ways.
- The Public Affairs Department is responsible for monitoring the website and intranet and responding to any questions or feedback from staff, volunteers and the public on OTF's accessibility practices and policies.

The Head of Human Resources (or designate) will respond to any internal or external questions or feedback on the Foundation's accessibility practices and policies within 10 business days of the request.

4.0 Definition of Disability

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) uses the same definition of "disability" as the Ontario Human Rights Code, which includes both visible and non-visible disabilities.

People can have one or a combination of the following disabilities:

- Physical disabilities
- Vision loss
- Deafness or being hard of hearing
- Intellectual or developmental disabilities
- Learning disabilities
- Mental health disabilities
- Other disabilities