

GOVERNANCE

POLICY/PROCEDURE:	Accessibility Principles for Persons with Disability
POLICY NUMBER:	2.16 (Page 1 of 5)
DATE:	March 2011
REVIEWED/REVISED:	September, 2024
REFERENCE:	Accessibility for Ontarians with Disabilities Act 2005 (AODA). BISNO's Multi-Year Accessibility Plan, Ontario Human Rights Code

POLICY

Brain Injury Services of Northern Ontario (BISNO) will comply with all legislated requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This legislation establishes accessibility standards for customer service and it applies to every person or organization that provides goods or services to members of the public or other third parties in Ontario.

ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS :

BISNO will provide or arrange for accessible formats and communication supports for persons with disabilities, in a timely manner that considers the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

BISNO will consult with the person making the request in determining the suitability of an accessible format or communication support required.

PROCEDURE

1. Establishment of policies, practices and procedures:

- a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

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- c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- d) The policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the organization's services or the availability, if any, of other measures which enable them to do so.
- e) When communicating with a person with a disability, the organization does so in a manner that takes into account the person's disability.
- f) The organization will have available one or more documents describing its policy and procedures and upon request provide a copy to any person.

2. Assistive Devices

Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using BISNO's services. If necessary, BISNO will provide other measures to enable a person with a disability to obtain, use or benefit from BISNO's services.

3. Service Animals

Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter BISNO's premises and keep their animal with them unless the animal is otherwise legally excluded from the premises. If the animal is legally excluded, BISNO will provide other measures to enable a person with a disability to obtain, use or benefit from BISNO's services.

4. Support Persons

Persons with disabilities who are accompanied by a support person will be permitted to enter BISNO's premises with their support person, and BISNO will ensure that the person with a disability is not prevented from having access to their support person while both are at BISNO.

5. Notice of temporary disruptions

If BISNO is required to disrupt its particular facilities or practices that usually accommodate a person with a disability, BISNO will take reasonable steps to provide notice to the public of the disruption, including the reasons for it, the duration of the disruption, and a description of alternative facilities or services that may be available.

6. Establishment of feedback process for providers of goods or services

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BISNO will have a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities and will make information about the process readily available to the public. The feedback process is to permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email. The feedback process is to specify the actions that the provider of goods or services is required to take if a complaint is received. The organization has a Customer Service Feedback Form available both in hard copy and an electronic format upon request.

7. Notice of availability of documents and their format.

BISNO is to notify all clients upon admission that the documents required by the legislation are available upon request. These notices will be posted at the reception desk and on the organization's website. BISNO will provide the document(s) to a person with a disability in a format that takes into account the person's specific disability and needs.

8. Training

BISNO will ensure that all employees, students and volunteers receive training about the provision of its services to persons with disabilities. The training shall include:

- How to interact and communicate with persons with various types of disability, including those who rely on assistive devices, service animals or support persons;
- How to use any of BISNO's equipment that is available for persons with disabilities; and
- What to do if a person with a disability is having difficulty accessing BISNO's services.
- Ongoing changes to AODA, Human Rights and other applicable legislations.

The training is to be provided to each person as soon as practicable after he or she is assigned the applicable duties. Training is also to be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of services to persons with disabilities by BISNO. Records will be kept on file of all employees, students and volunteers who receive training and when necessary refreshers/updates will be provided.

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9. Environment

BISNO will ensure that persons with disabilities have access into and within its buildings and outdoor spaces. The organization will take necessary steps for improvements of its structures and premises, whenever it is practicable and reasonable in the circumstances.

Employment

BISNO will ensure that its employment practices relating to employee-employer relationships, which could include recruitment, hiring and retention of the persons with disabilities, are fair and equitable.

a) **Employment Standards Overview**

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcomed and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

b) **Recruitment, Assessment and Selection**

BISNO will make every reasonable effort to accommodate job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods.

BISNO will notify the successful applicant of their policies and supports for accommodating people with disabilities.

c) **Accessible Formats and Communication Supports for Employees**

If an employee with a disability requests it, BISNO will make every reasonable effort to provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace.

d) **Documented Individual Accommodation Plans**

BISNO will use the following processes for individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;

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- The ways an employee can request an evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

e) **Plans and Processes**

Any department within BISNO that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. Every department within BISNO will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

f) **Return to Work and Redeployment**

BISNO will have return to work processes in place for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will include an outline of the steps BISNO will take to facilitate the employee's return to work and use documented individual accommodation plans. If BISNO uses redeployment processes, they will take into account the accessibility needs of its employees with disabilities.

10. **Transportation**

BISNO will ensure that persons with disabilities that receive services from the organization have access to appropriate modes of transportation whenever it is reasonable in the circumstances.

AUTHORITY: Board of Directors

SIGNATURE: