Accessibility			
Section:	Human Resources	SPP No.	HR 5.11
Issued by:	Board of Directors Motion – 25-02-06	Issued:	Feb 19, 2025
Review Cycle:	Every 4 years	Replaces:	HR 5.11
Next Review:	February 2029	Dated:	Feb 19, 2020

1 POLICY

1.01 PHE Canada is committed to providing participation that respects the dignity and independence of all persons, including people with visible and invisible disabilities.

1.02 PHE Canada will make every reasonable effort to provide accessible and inclusive services to individuals with disabilities.

2 PURPOSE

2.01 This Statement of Policy and Procedure is to provide people with disabilities the same opportunity to participate in PHE Canada programs and resources and allow them to benefit from the same services, in the same place and in a similar way as people without disabilities.

3 SCOPE

3.01 This policy applies to all **Employees and Volunteers** who deal with members of the public, and to every person who participates in developing PHE Canada programs and resources.

4 RESPONSIBILITY

4.01 It is the responsibility of the **Executive Director and Chief Executive Officer** to ensure that all Employees and the Board of Directors are aware of this policy.

4.02 It is the responsibility of the **Chief Administrative Officer or the designated volunteer supervisor** to ensure that Volunteers are aware of and adhere to this policy.

4.03 It is the responsibility of all **Employees and Volunteers** to understand and adhere to both the protocol and particulars in this policy.

5 DEFINITIONS

None.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act (AODA, 2005)

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Human Rights Code (R.S.O 1990)

SPP NP 2.07 – Equity and Equality

7 PROCEDURES

7.01 Assistive Devices

Employees and Volunteers will make every reasonable effort to support the use of assistive devices, or seek additional support to ensure individuals with disabilities can access and benefit from PHE Canada programs and resources.

7.02 Communication

Employees and Volunteers will make every reasonable effort to communicate with individuals with disabilities, or seek additional support in ways that respect their dignity, independence, and specific needs.

7.03 Service Animals

(a) PHE Canada will make every reasonable effort to welcome service animals accompanying individuals with disabilities. Access for service animals is subject to the policies and rules of the facilities rented or occupied.

(b) If service animals are restricted by the landlord or local regulations, PHE Canada will ensure alternative measures are provided to support individuals with disabilities in accessing or participating in our programs and resources.

7.04 Support Persons

(a) Individuals with disabilities may bring a support person onto PHE Canada premises.

(b) Support persons will not be charged additional fees - except for events where additional costs are incurred. PHE Canada will clearly outline these exceptions. This policy reflects PHE Canada's commitment to accessibility, ensuring everyone can fully engage with our programs and resources.

7.05 Notice of Temporary Disruption

(a) In the event of a planned or unexpected disruption to services or facilities for individuals with a disability, PHE Canada will notify them promptly. This 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.

(b) To make information accessible, large-print signs and notices will be placed at the public entrance and the reception desk of our premises. In appropriate circumstances, the notice will also be posted on our website and disseminated through PHE Canada e-communication channels, as appropriate.

(c) It is recognized that the ability to provide appropriate notice of a disruption may be limited in cases of an emergency that caused the temporary disruption.

7.06 Human Resources

(a) PHE Canada is an equal-opportunity employer. Candidates for employment will not be discriminated against based on ability.

(b) PHE Canada will use non-discriminatory interview techniques to promote equitable employment opportunities.

(c) PHE Canada will make every reasonable effort to provide assistive devices, or seek additional support, to ensure Employees with disabilities can work productively and efficiently.

(d) PHE Canada will provide a physically accessible workplace environment at the National Office location.

7.07 **Training**

(a) PHE Canada will ensure training for every person who deals with members of the public and for every person who participates in developing PHE Canada policies, practices and procedures.

(b) All Employees will receive training during their period of orientation as new hires. Ongoing training will be provided as required if there are modifications to this Statement, if new barriers or potential barriers are identified, or to refresh Employees' general awareness and sensitivity to the issues of accessibility.

(c) Records of the training provided will be maintained by Human Resources.

(d) All Employees will receive training during their period of orientation as new hires. Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- PHE Canada's SPP HR 5.11 Accessibility;
- 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;
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing PHE Canada's goods and services.

7.08 **Feedback Process**

(a) PHE Canada welcomes feedback about the delivery of our programs and resources to people with disabilities. Feedback can be made in person, by telephone, in writing or by email. All feedback can be sent to:

PHE Canada - Executive Team
2451 Riverside Drive, Ottawa, Ontario K1H 7X7
Tel: (613) 523-1348
Fax: (613) 523-1206
Email: info@phecanada.ca

(b) PHE Canada will investigate and respond to all such feedback in a timely, thorough and objective manner. The following actions will be taken to respond:

- The feedback will be directed to the appropriate person for action;
- The feedback will be assessed for appropriate action (Note: the customer service standard does not require a response to be provided for all feedback);
- Where action includes a response to the individual, we will endeavour to respond within five (5) business days.
- Accessible formats and communication supports will be arranged upon request.

7.09 **Notice of Availability**

(a) PHE Canada will post this Statement on its public website.

(b) If an individual with a disability requests a copy, it will be provided in a format that considers the person's disability. Alternatively, PHE Canada and the person with the disability may agree on an alternate format for the document or information.

7.10 **Modifications to this or Other Policies**

Any policy, practice or procedure of PHE Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

8 ATTACHMENTS

None