

STATEMENT of POLICY and PROCEDURE			
Manual:	Not-for-Profit	SPP No.	HR 5.11
Section:	Human Resources	Issued:	Feb 19, 2020
Subject:	<b>Accessibility</b>	Effective:	Feb 19,2020
Issue to:	All Manual Holders	Page:	1 of 4
		Replaces:	
Issued by:	Board of Directors Motion – 20-02-12	Dated:	

## 1 POLICY

- 1.01 **PHE Canada** is committed to providing services in a manner which respects the dignity and independence of all persons, including people with disabilities.

## 2 PURPOSE

- 2.01 This Statement of Policy and Procedure (SPP) is to provide people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## 3 SCOPE

- 3.01 This policy applies to all employees and volunteers who deals with members of the public, and to every person who participates in developing our policies, practices and procedures.

## 4 RESPONSIBILITY

- 4.01 It is the responsibility of the **ED&CEO** to ensure that all employees and the Board of Directors are aware of this policy.
- 4.02 It is the responsibility of the **CAO 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**

PHE Canada is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **7.02 Communication**

PHE Canada will communicate with people with disabilities in ways that take into account their disability, respecting their dignity and independence.

### **7.03 Service Animals**

- (a) PHE Canada welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. While visiting our premises, it is the responsibility of the person with the service animal to ensure the animal is in working harness at all times.
- (b) In the event that a service animal is prohibited by law from the premises, we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our services.
- (c) If it is not evident that an animal is a service animal, a PHE Canada representative may request documentation from a regulated health professional. While visiting our premises, it is the responsibility of the person with the service animal to ensure the animal is in working harness at all times.

### **7.04 Support Persons**

- (a) A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons to access PHE Canada's premises.
- (b) Fees may apply to a support person accompanying a person with a disability to an event, conference, workshop, etc. where fees are applicable. PHE Canada will notify customers of this by posting a notice in the following location(s): on the event registration form.

### **7.05 Notice of Temporary Disruption**

- (a) In the event of a planned or unexpected disruption to services or facilities for customers with a disability, PHE Canada will notify customers 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.
- (b) In order to make information accessible, large print signs and notices will be placed at the public entrance and at the reception desk to 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 **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 our 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 SPP, 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) 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.

#### 7.07 **Feedback Process**

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

PHE Canada - Executive Team  
2451 Riverside Drive, Ottawa, Ontario K1H 7X7  
Tel: (613) 523-1348  
Fax: (613) 523-1206  
Email: [info@phecanada.ca](mailto: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 customer, we will endeavour to provide a response within five (5) business days.
- Accessible formats and communication supports will be arranged upon request.

**7.08 Notice of Availability**

- (a) PHE Canada will post a notice on its website to inform the public of their right to obtain copies of this SPP.
- (b) If a customer with a disability requests a copy, it will be provided in a format that takes into account the person's disability. Alternatively, PHE Canada and the person with the disability may agree on an alternate format for the document or information.

**7.09 Modifications to this or Other Policies**

- (a) 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