

Nottawasaga Futures and NT Temps Inc.

Policy Type: Human Resources
Policy Title: Accessibility Policy
Review Date: May 23, 2023

Accessibility Policy

Standard

This policy applies to all employees of NT Temps Inc. and Nottawasaga Futures

NT Temps Inc. and Nottawasaga Futures welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process or accessing any of our programs. We are committed to providing exceptional and accessible service for our employees and clients. Goods and services will be provided in a manner that respects the dignity and independence of everyone concerned. The provision of services to persons with disabilities will be integrated wherever possible.

Under the Accessibility for Ontarians With Disabilities Act, 2005 all municipalities must meet the requirements of accessibility standards established by the regulation. This policy establishes the accessibility standards for customer service in accordance with Ontario Regulation 429/07.

Definitions

Accessible means that customer service is offered in a way that is easily understood or appreciated; easy to get at; of being reached or entered; obtainable.

Disability means:

- a) Any degree of personal 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, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual

impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or in a wheelchair or other remedial appliance or device

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

Guide Dog means a dog trained as a guide for a blind person and having the qualification prescribed by the *Blind Persons Rights Act R>S>O> 1990, c.B.7, 1(1)*

Service Animal is an animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to their disability; or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability

Accommodation Plans

Persons with disabilities will be given an opportunity equal to that of others, to obtain, use or benefit from the goods and services provided. This includes providing employment opportunities to staff with disabilities and emergency information through individual accommodation. Examples of how persons with disabilities can be accommodated include, but are not limited to:

- Use of an iPad for the hearing impaired to utilise by communicating through text;
- Use of Facebook messaging for the hearing impaired to communicate outside of the office; and
- A staff member providing one on one aid by reading information to the visually impaired (communication supports)
- Accessible formats upon request

NT Temps Inc. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for the information that is needed to perform the employee's job and for the information that is generally available to employees in the workplace.

It is the responsibility of the staff member working with persons with disabilities to determine the method of accommodation best suited to their individual needs.

Emergency Response Information

It is NT Temps policy to establish and maintain procedures to efficiently and effectively respond to accidents and emergencies and to minimize all losses associated with them. Individualized emergency response plans will be made for employees with disabilities by reviewing our emergency information, determining who may need help, preparing and providing emergency information, and following up with the employee for feedback.

This will be provided as soon as practicable, as well as be provided by a designated person to aid the employee with the employee's consent. The emergency response information will be reviewed;

- If the employee moves to a different location
- When the employee's overall accommodation needs or plans are reviewed
- And when the employer reviews its emergency response policies

NT Temps Inc. will consider the accessibility needs of an employee with disabilities, as well as individualized accommodation plans, when redeploying employees with disabilities.

Use of Service Animals and Support Persons

- a) If a person with a disability is accompanied by a guide dog or other service animal, we will ensure that person is permitted to enter our office with the animal with them unless the animal is otherwise excluded by law. Where a service animal is excluded by law, we will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from goods and services. The service animal must be under the care and control of the individual at all times.
- b) If a person with a disability is accompanied by a support person, we will ensure that both people are permitted to enter the office, and that the person with the disability is not prevented from having access to the support person. We may require a person with a disability to be accompanied by a support person when in the office but only if the support person is necessary to protect the health and safety of the person with a disability or the health or safety of others in the office. There will be no fee charged for a support person.

Notice of Temporary Disruption

We shall provide notice of disruption of services to the public. Any notice of disruption will contain the reason for the disruption and anticipated duration.

Use of Elevator

We have use of an elevator on site at 39 Victoria St E, Alliston, to get from the ground level to the second floor. To access the elevator, the user requires a key to unlock the door and to turn on to operate. We will maintain signage on the outside of the elevator on the ground level informing clients of how and where to obtain the key and direction on how to use the elevator. The directions will instruct visitors to visit the Ontario Works office on the ground level to obtain a key and direction. In addition, Ontario Works is welcome to contact us directly at this time for reception to meet the client at the ground level.

Service Counters and Waiting Areas

Our service counters and waiting areas are accessible to people who use mobility aids such as wheelchairs. Our service counters in the reception area offer two heights to enable face to face conversations over the counter for both those standing and sitting. The seating in our reception is mobile and can be rearranged as needed. We also offer a table with removable chairs to accommodate mobility aids as required.

Off Street Parking

We offer off street parking behind our office. Parking spaces include wider spaces for people who use mobility aids (e.g., wheelchairs) and standard-width spaces for people who use mobility-assistive devices (e.g., canes, crutches and walkers). All accessible parking spaces have been clearly marked with signage. Off Street Parking is managed by the Town of New Tecumseth.

Communicate the Standard

In house employees are thoroughly trained on all aspects of the Accessibility Policy including purpose, application and definitions through written communication, staff meetings and orientations. The Accessibility Policy is posted in the NT Temps orientation room and is kept in the Health and Safety folder for reference.

The Accessibility Policy is communicated to our temporary candidates during the orientation process with NT Temps Inc.

Training

Training will be provided to each person according to his or her needs and as soon as is practicable on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods and services to persons with disabilities. The Accessibility Policy is kept in the Health and Safety folder for reference.

Evaluation

The effectiveness of The Accessibility Policy is determined through on-going employee and client feedback. We accept feedback from the public in a variety of methods including phone, in person, fax and email. This process is accessible to people with disabilities as well, and arrangements will be made upon request. This is communicated in the initial interview process as well as posted on our website and Facebook page. All complaints are investigated by the CEO and follow up is provided to the customer if requested.

All internal staff review the policy annually and sign off that they have understood and completed the review. Sign off is kept in the health and safety folder.

Improvement and Acknowledgement

We will measure the success of our standard through feedback we receive from both our employees and clients. It will be our practice to adjust and improve the details of our standard as required.