



Policy: Accessibility Policy | **Created:** April 2016 | **Approved:** February 2017

Accessibility for Ontarians with Disabilities Act Policy Statement

The Government of Ontario supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *the Ontarians with Disabilities Act (ODA) 2001*, and *the Accessibility for Ontarians with Disabilities Act (AODA) 2005*. Ontario government had a goal to make Ontario barrier-free by 2015.

The accessibility standard is for organizations to identify, remove and prevent barriers.

Alpine Ontario Alpin (AOA) is committed to customer service excellence. Our services reflect our principles of respect, fairness, equality and cooperation. Through these principles, AOA is responsive to the dignity and independence of persons with disabilities, providing integrated services and programs that are designed to meet the individual needs.

Policy Provisions

This policy responds to the needs of all who require our services. The policy applies to AOA employees, consultants, members, and the public.

Definition of a disability

A disability may be physical, cognitive, mental, sensory, emotional, and developmental or some combination of these. Disability is an umbrella term, covering impairments, activity limitations, and participation restrictions.

Under the AODA, accessibility standards will set requirements in five areas:

1. Accessible Customer Service Standard

The Customer Service Standard encompasses all levels of customer service.

- Establish policies, practices and procedures on providing services to people with disabilities, as defined under the AODA.
- State in the policies how AOA will facilitate the use of assistive devices, service animals and support persons.
- Communicate disruptions in service for persons with disabilities, employee training methods and how members can provide feedback.
- Make reasonable efforts to ensure our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity as defined by the AODA.
- Post our policies on our website.
- Provide an accessible feedback mechanism for our members, including provisions for response to that feedback and for taking action.

2. Accessible Information and Communication Standard

Under this standard, AOA must prevent and remove barriers for persons with disabilities.

The proposed standard covers:

- Alternate formats of communication supports and services.
- Policies and procedures.
- Identification of priority information and communication areas for persons with disabilities.
- Procurement.
- Training.
- Alternative forms of communications vs. website.

3. Accessible Transportation

AOA has an accessible parking area for members and their guests with disabilities when visiting our offices.

4. Employment Accessibility Standard

This standard proposes rules that businesses and organizations in Ontario should follow to be accessible to employees with disabilities. This includes:

- Preparing accessible employment policies.
- Providing information about a job, including applications in accessible formats.
- Preparing accommodation plans to help employees perform their jobs.

5. Accessible Built Environment

The standard aims to make the built environment in Ontario accessible, including all new construction and extensive renovations. The standard requirements for various categories of places and spaces in Ontario include:

- Common Access – entrances, doorways, ramps and stairs.
- Exteriors – curbs, crossings and street furniture.
- Plumbing – washrooms, showers and drinking fountains.
- Communication – signage, telephones and website.
- Buildings – air quality, acoustics and lighting.