



# **CCRW Accessibility Policy**

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# Canadian Council on Rehabilitation and Work

## Accessibility Policy

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## Table of Contents

<a href="#">Table of Contents</a>	1
<a href="#">CCRW Accessibility Policy</a>	3
<a href="#">Statement of Commitment</a>	3
<a href="#">Principles</a>	3
<a href="#">Purpose</a>	3
<a href="#">Application</a>	3
<a href="#">Roles and Responsibilities</a>	4
<a href="#">1. General requirements</a>	5
<a href="#">1.1 Provide training to staff and volunteers</a>	5
<a href="#">1.2 Development of accessibility policy</a>	5
<a href="#">1.3 Creation of Multi-Year Accessibility Plan</a>	6
<a href="#">1.4 Consider accessibility in procurement of Goods, Services and Facilities</a>	6
<a href="#">2. Information and Communication</a>	6
<a href="#">2.1 Accessible formats and Communication Supports</a>	6
<a href="#">2.3 Notice of Availability of Documents</a>	7
<a href="#">2.4 Accessible Websites and Web Content</a>	7
<a href="#">2.5 Emergency Procedures, Plans or Public Safety Information</a>	7
<a href="#">2.6 Feedback</a>	8
<a href="#">3. Customer Service Standards</a>	8
<a href="#">3.2 Assistive Devices</a>	8
<a href="#">3.3 Support Persons</a>	9
<a href="#">3.4 Service Animals</a>	9
<a href="#">3.5 Notice of Service Disruption</a>	9

<a href="#"><u>3.6 Training</u></a>	9
<a href="#"><u>3.7 Feedback</u></a>	10
<a href="#"><u>4. Employment Standards</u></a>	10
<a href="#"><u>4.1 Recruitment, Assessment and Selection Process</u></a>	10
<a href="#"><u>4.2 Employee and Volunteer Supports</u></a>	11
<a href="#"><u>4.3 Accessible Formats and Communication Supports for Employees</u></a>	11
<a href="#"><u>4.4 Workplace Emergency Response Information</u></a>	11
<a href="#"><u>4.5 Individual Accommodation Plans</u></a>	11
<a href="#"><u>4.6 Monitoring and Reviewing the Individual Accommodation Plan</u></a>	12
<a href="#"><u>4.8 Return to Work Process</u></a>	12
<a href="#"><u>4.9 Performance Management, Career Development, and Redeployment</u></a>	12
<a href="#"><u>5. Transportation</u></a>	12
<a href="#"><u>6. Built Environment and Public Spaces</u></a>	13
<a href="#"><u>7. Definitions</u></a>	13
<a href="#"><u>8. Legislation, links, and resources</u></a>	15

## CCRW Accessibility Policy

### *Statement of Commitment*

With the vision of being the pre-eminent Canadian centre of excellence on the economic, social and psychological aspects of disability, CCRW is committed to an accessible Canada where the prevention and removal of accessibility barriers is part of the organization's core mission, vision, policies and practices.

- CCRW is committed to creating an accessible organization by removing barriers for people with disabilities whether they are employees, clients or customers of CCRW.
- CCRW endeavours to demonstrate leadership for accessibility across Canada. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.
- CCRW is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion, and we are committed to meeting the needs of people with disabilities promptly and will do so by preventing and removing barriers to accessibility, and meeting and exceeding accessibility requirements under the Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act, and Accessible Canada Act.
- CCRW is committed to and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act, and Accessible Canada Act, its regulations, standards and all other relevant legislation concerning accessibility, are rigorously observed in a timely fashion.

### *Principles*

As a non-governmental, charitable organization with a primary focus on persons with disabilities, our vision is to create a Canada where all persons with disabilities have equal employment opportunities. This is reflected in our commitment to accessibility outlined in this Policy.

### *Purpose*

This Policy is intended to establish a framework to provide clear standards and guidance regarding accessibility for CCRW in all its work. The Policy demonstrates CCRW's organization-wide commitment to accessibility by ensuring that best practices for accessibility in all areas are established and met. CCRW seeks to exceed the current accessibility requirements and instill a commitment to accessibility organization wide.

### *Application*

This Policy applies to all Employees, Interns and Volunteers of the CCRW, and will be provided to all CCRW staff. It is expected that all CCRW Employees, Canada-wide, will strive to ensure that all items in this Policy are implemented, and followed based on their respective province's accessibility laws, as well as the Accessible Canada Act, aligning with the Accessibility Standard

in conjunction with the Integrated Accessibility Regulations (IASR). Please note that two of the IASR standards, Transportation and Design of Public Spaces Standards, do not apply to CCRW. The Transportation Standards sets out requirements for transportation service providers which do not apply to CCRW. The Design of Public Spaces Standard relates to newly constructed or redeveloped public spaces; CCRW is not currently involved in planning, redeveloping, or constructing any new buildings or spaces.

### *Roles and Responsibilities*

All CCRW Board of Directors, Employees, Volunteers, and Interns are accountable to and responsible for:

- Creating an open and proactive workplace culture that promotes diversity and inclusion
- Knowing and following the expectations outlined in this policy (including outlined in training) when providing services (including interactions with clients) as well as in interactions working with colleagues

All CCRW Managers and Supervisors are accountable to and responsible for:

- Leading in the identification, prevention, and removal of barriers in the workplace
- Ensuring any concerns raised are appropriately addressed promptly
- Fostering open and constructive communication
- Demonstrating sensitivity to and respect for the confidentiality of information
- Raising awareness to facilitate understanding of the policy
- Participating and cooperating to facilitate workplace accessibility

The CCRW Human Resources is accountable to and responsible for:

- Providing training to service managers and equipping them with the tools (i.e., expert advice) to identify, prevent and remove barriers at appropriate periods confidently and effectively
- Providing accessibility training to all Employees and Volunteers
- Supporting and educating Managers and Supervisors in their responsibilities
- Acting as a resource to all Employees and Volunteers

The CCRW Executive Team is accountable to and responsible for:

- Implementing and reviewing policies, procedures, and the Multi-Year Accessibility Plan
- Governing this policy
- Ensuring that the language used in the workplace, and the policies, procedures and the Multi-Year Accessibility Plan is inclusive
- Increasing accountability of managers in handling accommodation requests
- Driving the culture to an elevated level of understanding regarding disability

The CCRW Board of Directors is accountable to and responsible for:

- Recognizing and upholding diversity and inclusion in all responsibilities

- Promoting and maintaining accessibility in all their functions
- Recognizing considerations of the 50-30 challenge for inclusion of under-represented groups including peoples with disabilities, racialized persons, and members of the LGBTQ2+ community

## **Policy Requirements**

### **1. General requirements**

In addition to the requirements specific to each of the IASR standards (outlined in detail in the sections below), there are also several general requirements. The below details how CCRW will meet the outlined general requirements.

#### *1.1 Provide training to staff and volunteers*

CCRW provides training to Employees and Volunteers on their respective province's accessibility laws, as well as the Accessible Canada Act, aligning with the Accessibility Standard in conjunction with the IASR. Further details on training are also provided throughout the specific areas covered in the Policy. Training is provided in a way that best suits the duties of employees, and provides instruction on the following matters, as applicable:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act and Accessible Canada Act.
- A review of the requirements of the IASR, as it pertains to persons with disabilities.
- The Human Rights Code as it pertains to persons with disabilities.
- How to interact and communicate with people with various disabilities.
- How to interact with persons with disabilities who use assistive devices or require the assistance of guide dogs or service animals or the assistance of support persons.
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
- How to assist a person with a particular type of disability if they are having difficulty accessing the provider's goods or services.
- Ongoing instructions in connection with changes to the policies, practices and procedures governing the provision of goods, facilities, or services to persons with disabilities.

The training provided will be appropriate to the duties of the Employee and Volunteer. Training will take place as soon as possible and upon completion, the organization will keep a record of the training provided, including the dates on which accessibility training took place.

#### *1.2 Development of accessibility policy*

CCRW and the Executive Team establish and maintain policies outlining how the organization will achieve the requirements under the Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act and Accessible Canada Act, aligning with the Accessibility Standard in conjunction with the IASR. CCRW will provide policies in an accessible format and with communication support, upon request.

### *1.3 Creation of Multi-Year Accessibility Plan*

CCRW and the Executive Team shall produce a Multi-Year Accessibility Plan for the organization. The Plan will be posted on the CCRW website and shall be made available in an accessible format and with communications support, upon request. Progress on the Plan will be provided annually. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

### *1.4 Consider accessibility in the procurement of Goods, Services and Facilities*

When acquiring or procuring goods, services, and facilities, CCRW ensures that accessibility criteria and features are considered as early as possible in the process. This includes considering accessibility in the decision-making process for both facilities as well as technology, software and platforms utilized for communication. It is also important to incorporate universal design and features where possible. Some examples of important steps are requesting details on accessibility (for example compliance to best practices for accessibility, considering potential impacts for users of adaptive technology, requesting accessibility compliance reports, etc.). For goods, CCRW ensures that the product can be used by all individuals, can be customized to meet diverse needs, meets ergonomic standards, and includes clear instructions and support materials. For services, CCRW ensures that the service provider engages in accessible customer service, and can accommodate the needs of all people, and provide accessible formats, upon request. For facilities, CCRW ensures that they are mobility aid friendly, and provides accessible signage and emergency protocols to assist all people. If CCRW cannot find or use an accessible product, service, or facility, upon request, CCRW will explain why it is unavailable.

## **2. Information and Communication**

CCRW is committed to preventing and removing barriers to accessing communication and information. This is accomplished by ensuring that the information and communications we create, provide, distribute, and receive are accessible and meet the needs of individuals with disabilities. This section of the Policy also addresses the requirements of the IASR Information and Communications Standards.

### *2.1 Accessible formats and Communication Supports*

CCRW is committed to having all information and communication it creates, posts, and distributes as widely accessible as possible by following best practices for accessibility. Additionally, CCRW will ensure that information and communications that we produce whether directly or indirectly through contractual relationships, are made available in additional accessible formats upon request. When an accessible format or communication support is requested, CCRW consults with the requester to determine which support or format is

provided. Furthermore, we commit to ensuring this is done promptly, and at no additional cost to the requester. CCRW also strives to review its currently available accessible formats and communications support on an ongoing basis to identify any additional formats and supports that may be offered.

The availability of accessible formats and communication support applies to both clients and participants in CCRW programs and CCRW Employees. For example, upon request from an employee with a disability, CCRW will provide, or arrange for accessible formats and communication support for information that is needed to perform his/her job, and information that is available to other employees. To determine the suitability of an accessible format or communication support, CCRW will consult with the requester.

All CCRW Employees, Volunteers and Interns will consider the best form of communication with the individual, and tailor their approaches appropriately, in collaboration with the individual. If a particular communication method is unavailable, they will collaborate with the individual to find an acceptable alternative.

The IASR Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that CCRW does not have control over (whether directly or indirectly through a contractual relationship). If the information or communication is determined to be unconvertible, CCRW must provide the individual requesting an explanation as to why the information or communications are unconvertible as well as a summary of the unconvertible information or communications.

### *2.3 Notice of Availability of Documents*

CCRW will notify the public, in addition to its Employees and stakeholders, about the availability of accessible formats and communication support. This policy will also be provided to individuals, upon request, in the appropriate format and/or with communication support.

### *2.4 Accessible Websites and Web Content*

CCRW's internet websites and web content conform with the requirements outlined in the IASR. This includes meeting or exceeding the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. In cases where website accessibility does not fully meet an individual's needs, CCRW is committed to working with individuals in a timely fashion to ensure that the content is accessible to them in their requested format.

### *2.5 Emergency Procedures, Plans or Public Safety Information*

Information with regards to emergency procedures, plans or public safety information is available to the public in an accessible format or with appropriate communication support as soon as possible upon request. CCRW is also committed to providing all customers/clients with publicly available emergency information in accessible formats upon request. CCRW provides individualized workplace emergency response information to Employees (as well as clients when needed) who have a disability if the disability is such that the individualized information is



necessary. These plans are reviewed on an ongoing basis with the Employee and appropriate Manager/Executive to ensure it remains effective and up to date.

### *2.6 Feedback*

CCRW has a process in place for receiving and responding to feedback and is committed to ensuring that feedback mechanisms are accessible to individuals with disabilities. CCRW is also committed to accepting feedback, whether it be from customers and/or Employees, in any format that is accessible and/or preferred by the individual, including telephone (including Video Relay Services), mail, email, written, in person, etc. We always engage the individual themselves on what format of communication best meets their needs. Feedback can be sent directly to CCRW's National Office at the address below:

Address: 477 Mount Pleasant Road, Suite 105, Toronto, ON M4S 2L9

Phone: 416-260-3060

Fax: 416-260-3093

Toll-Free: 1-800-664-0925

Email: [info@ccrw.org](mailto:info@ccrw.org)

## **3. Customer Service Standards**

CCRW is committed to providing equitable treatment to people with disabilities with respect to the delivery of our programs and services and in our dealings with all external service providers. The below-outlined areas from the IASR Standards provide further details:

### *3.1 The Provision of Goods and Services to Persons with Disabilities*

CCRW will provide service in a manner that respects and promotes principles of independence, dignity, integration, and equal opportunity. We are committed to giving 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 all other customers. We will allow persons with disabilities to do things in their own ways, at their own pace when accessing goods and services, if it does not present a safety risk. We are committed to providing alternative methods, when possible, to ensure that people with disabilities have access to the same services, as well as considering individual needs when providing goods and services. We are committed to communicating in a manner that considers the person's disability by using person-first language in our communication and interaction. I.e., it is appropriate to say a person with a disability, rather than a disabled person. As previously stated, if a person's identity is of the disability first (e.g., Deaf, Autistic, etc.) we will use the identified. As well, we will wait until the individual describes their situation rather than making assumptions. CCRW is committed to providing accessible invoices to all its customers and external service providers. Invoices will be provided in alternative formats upon request, and the staff will be prepared to answer any questions about the content of the invoice.

### *3.2 Assistive Devices*

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure our Employees and Volunteers are trained and familiar with various assistive devices which may be used by persons with disabilities who are accessing our goods or services. We will also ensure personnel know and are aware that CCRW is committed to workplace inclusion. CCRW will provide to its Employees and Volunteers any appropriate and necessary job accommodations.

### *3.3 Support Persons*

CCRW is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all CCRW premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. CCRW does not charge fees for access to its premises. However, on some occasions CCRW will offer events that charge admission, fees will not be charged for support persons for admission to the event. Customers will be informed of this by a notice that will be posted at the entry to any event or program where fees are to be charged and we will include this information on all promotional materials.

### *3.4 Service Animals*

CCRW welcomes all people with disabilities who are accompanied by a service animal on the parts of our premises open to the public and other third parties. We will also ensure all Employees and Volunteers are trained in how to interact with people with disabilities who are accompanied by a service animal. CCRW Employees will be prepared to respond to requests for water for the service animal and show the owner outdoor areas where the animal can be taken to relieve itself.

### *3.5 Notice of Service Disruption*

CCRW will notify all customers during the event of planned or unexpected disruption of services. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services where available. Once approved by the landlord of the premises occupied by CCRW the notice will be placed in front entrance ways and/or at the reception desks of the occupied building. Alternative formats will be available upon request. A notice will be placed on the CCRW website and distributed via email when it is reasonable to do so.

### *3.6 Training*

CCRW provides training to all Employees and Volunteers on providing high-quality customer service to all individuals with disabilities. Training will be completed within two weeks post-hiring. This training will include but will not be limited to the training priorities outlined below. These topics include:

- Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act and Accessible Canada Act
  - Policies, practices, and procedures

- Feedback Process
- Documentation
- The Customer Service Standard
  - How to interact and communicate with customers who have disabilities
  - Assistive Devices
  - Service Animals
  - Support Persons
  - What to do if customers with disabilities are having difficulty accessing goods or services
  - Disruptions in service

### *3.7 Feedback*

Customers who wish to provide feedback on the way CCRW provides service to people with disabilities can provide feedback via email, verbally, via phone call, or other means of communication supporting their specific disability. It is the responsibility of all CCRW staff to ensure all customers are aware they can provide feedback. It is the responsibility of each member of the management team to respond to all feedback within five business days. All questions, comments and concerns concerning accessible customer service can be directed to CCRW's Feedback contact ([CCRWfeedback@ccrw.org](mailto:CCRWfeedback@ccrw.org) or using the contact form on CCRW's website).

## **4. Employment Standards**

CCRW is committed to having an inclusive workforce and barrier-free employment including equitable treatment and the provision of accommodation. This section outlines the steps CCRW takes to foster this as well as fulfill the requirements of the IASR Employment Standards.

### *4.1 Recruitment, Assessment and Selection Process*

CCRW will make every reasonable effort to accommodate applicants with disabilities. CCRW will advise applicants that we will provide accommodation, accessible formats, and communication support for all aspects of the interview and recruitment process upon request. Further to that, applicants and employees can request communication support including notes and letters; being read the information; repeating, clarifying, or restating of information; assistive learning systems for training or development; devices that screen read or speak out; and American Sign Language interpreters. CCRW will consult with the applicant who requests accommodations and will provide suitable accommodations that consider the applicant's disability-related needs.

All job postings will have the following at the bottom of each posting: *"CCRW is committed to workplace inclusion. Candidates of diverse backgrounds are encouraged to apply. If you require accommodation at any point in the application process for this position, please email [careers@ccrw.org](mailto:careers@ccrw.org)."*

When making offers of employment, CCRW will notify successful applicants of its policies for accommodating employees with disabilities.

#### *4.2 Employee and Volunteer Supports*

CCRW will ensure that all Employees and Volunteers are informed of the organization's accessibility policies, as well as any updates or changes, used to support employees with disabilities. This includes policies regarding the provision of job accommodations that consider an Employee's accessibility needs.

#### *4.3 Accessible Formats and Communication Supports for Employees*

CCRW endeavours to embed accessibility and inclusion in all its operations and documentations including anything related to recruitment, hiring and employment. Also, upon request of an Employee or Volunteer with a disability, CCRW will consult with the Employee or Volunteer to provide or arrange for accessible formats and communication support for information that is needed to perform their job and information that is available to other Employees. CCRW will consult with the employee requesting to determine the suitability of an accessible format or communication support. Accessible formats and communication support regarding general workplace information will also be provided to Employees with disabilities.

#### *4.4 Workplace Emergency Response Information*

CCRW will provide Employees with disabilities individualized workplace emergency response information when the Employee's disability is such that the information is required and CCRW has been informed of the need to accommodate the Employee's disability. CCRW will provide workplace emergency response information as soon as possible after learning the need for accommodation due to an Employee's disability. When an employee who receives individualized workplace emergency response information requires assistance and with the Employee's consent, CCRW will designate a person to assist the Employee. CCRW will review individualized workplace emergency response information, at minimum, whenever the Employee's overall accommodation needs, or plans are reviewed; or when CCRW reviews its general emergency response policies.

#### *4.5 Individual Accommodation Plans*

The Employee and Supervisor/ Manager will work together to identify the appropriate accommodation, in consultation with Human Resources, and/or Medical/External Expert (as needed at the company's expense). Once the appropriate accommodation has been identified, CCRW will develop and provide an Individualized Accommodation Plan (IAP). The IAP will provide details including what accommodation(s) will be provided; how to make information accessible to the employee, including accessible formats and communication supports; employee emergency information and/or emergency response plan (if applicable). The accommodation plan will be provided to the employee in a format respecting any accessibility needs, as appropriate. CCRW will implement and maintain effective measures to maintain the

privacy of its employees with disabilities. Individualized Accommodation Plans can be requested from Human Resources.

#### *4.6 Monitoring and Reviewing the Individual Accommodation Plan*

The Employee and Supervisor/ Manager will monitor the IAP to ensure that it is current and effective, with formal reviews conducted on a mutually agreed upon, predetermined schedule in the Employee's accommodation plan. Initially, for a new staff member or new IAP, these reviews should take place monthly or more frequently to ensure the accommodations are appropriate and working. Then once established, these reviews must occur at a minimum twice per year. An employee or supervisor/ manager may request that an IAP be reviewed or updated if changes to the workplace accommodation(s) are required due to changes in the Employee's accessibility needs, work location or position changes. Any updates or reviews to the IAP will be provided to the Employee in a format that takes into consideration the Employee's accessibility needs.

#### *4.7 Dissatisfaction of the Accommodation Request Result*

The workplace accommodation process is a partnership between the Employee, Supervisor/ Manager, Human Resources and/or the External/ Medical Expert (as needed). CCRW will make every reasonable effort to accommodate an employee. In the event where the requested accommodation causes extreme hardship to CCRW, the Supervisor/ Manager will provide written reasons for declining the accommodation to the Employee. These will be provided in a format that takes into consideration the Employee's accessibility needs. The Supervisor/ Manager will work with the Employee to develop alternative accommodations. Where an employee is dissatisfied with the identified accommodation or the result of the accommodation request, they may request it be reviewed by the CEO or designate. The Employee must provide a rationale in writing of the request for review and must provide any new relevant information.

#### *4.8 Return to Work Process*

CCRW will develop and maintain a documented return to work process for its employees who have been absent from work due to disability and those who require disability-related accommodations and support to return to work. CCRW's return to work process will outline the steps CCRW will take to facilitate return to work and will include documented individual accommodation plans.

#### *4.9 Performance Management, Career Development, and Redeployment*

CCRW will ensure that performance evaluations, career development and advancement opportunities are accessible to employees with disabilities according to their IAP and accessibility needs.

### **5. Transportation**

The IASR Transportation Standards sets out requirements for transportation service providers, which does not apply to CCRW. As a result, CCRW does not have any specific policies relating to this. However, CCRW does consider the availability of accessible parking spaces, accessible

transit and transportation when selecting locations (i.e., for office sites, training, programs etc.). When travelling for work-related tasks, consideration will be given to the needs of persons with disabilities (in terms of location, booking etc.) whenever possible.

## 6. Built Environment and Public Spaces

The Design of Public Spaces Standard relates to newly constructed or redeveloped public spaces; CCRW is not currently involved in planning, redeveloping, or constructing any new buildings or spaces. However, if in the future CCRW does become involved in designing or building a new public space or making major modifications, we will ensure that the standards are met. In situations where CCRW does not have direct control, we are also committed to advocating for accessibility to the best of our abilities. This includes giving as much notice as possible of any service disruptions impacting accessibility. When CCRW can select locations, we will also ensure accessibility for both the built environment and the public space around it.

## 7. Definitions

**AODA:** Refers to the [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.](#)

**Accessible formats:** May include, but are not limited to, large print, braille, recorded audio and electronic formats and other formats usable by persons with disabilities. [Integrated Accessibility Standard](#)

**Assistive device:** Any piece of equipment a person with a disability uses to help them with their daily living. Some examples include a wheelchair, screen reader, listening device or cane.

**Barrier:** As per the [AODA](#); anything that prevents a person with a disability from fully participating in all aspects of society because of that disability. This includes physical barriers, an architectural barrier, information or communications barriers, attitudinal barriers, technological barriers, and barriers created by policies or practices.

**Communication (s):** Interaction between two or more persons/entities (or any combination of them) where information is provided, sent, or received. [Integrated Accessibility Standards](#)

**Communication Supports:** Can include (but not limited) to alternative and augmented communication supports, plain language, sign language, captioning etc.

**Disability:** The [Ontario Human Rights Commission](#) indicates the term “disability” covers a broad range and degree of conditions. Section 10 of the Code defines “disability” as:

1. Any degree of physical disability, 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, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, 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,

2. condition of mental impairment or a developmental disability
3. learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
4. mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Employee:** Every person who is employed for wages or salary that deals with members of the public or other third parties on behalf of CCRW

**Guide Dog:** A dog trained as a guide for a blind person which has the qualifications outlined by the regulations listed in [R.R.O. 1990, Reg. 58: GUIDE DOGS](#) under the [Blind Persons' Rights Act, R.S.O. 1990, c. B.7](#)

**IASR:** Refers to The Integrated Accessibility Standards. The IASR is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed. Currently, it includes five standards in the areas of 1) Information and Communications 2) Employment 3) Transportation Standards 4) Design of Public Spaces and 5) Customer Service. In addition to the requirements specific to each standard, the IASR also outlines several general requirements.

**Intern:** A person, usually a student or trainee, participating in a period of temporary work experience

**Stakeholder:** Individuals who have a formal relationship with CCRW, whether existing, former, currently associated with, or in communication with to form a relationship that includes, without limitation, the following:

- Staff
- Job Applicants
- Customers
- Partners
- Vendors
- Officers
- Board members
- Individuals who have an online relationship with the organization
- Other stakeholders directly associated with CCRW

**Support Person:** Outlined in Section 80.4(3) of the IASR as “...in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.” [Integrated Accessibility Standards](#) Support people do not have to be a paid support workers but could be any family member or friend that helps a client perform daily tasks.

**Unconvertible:** Relating to information or communications. They may be considered “unconvertible” if it is not technically feasible to convert, or the technology to convert the information and communication is not readily available.

**Volunteer:** Every person who performs work for charitable, humanitarian, or civic reasons for CCRW without the expectation, promise, or receipt of any compensation for their work

#### **8. Legislation, links, and resources**

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[Accessibility for Manitobans Act, 2013, C.C.S.M, c. A1.7](#)

[Nova Scotia Accessibility Act, 2017, c.2](#)

[British Columbia Accessibility Act, 2021, Bill-6](#)

[Accessible Canada Act, S.C. 2019, c. 10](#)

[Integrated Accessibility Standards, O. Reg. 191/11](#)

[Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

[Web Content Accessibility Guidelines \(WCAG\) 2.1](#)