



East York East Toronto Family Resources Organization

1.5 Accessible Customer Service Policies	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
Revised	June 21, 2021
No. of Pages	14 pages
<u>Corporate Commitment Statement</u>	
<p>East York East Toronto Family Resources is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, work for the company, access information provided by the company, or use the company’s goods and services. We believe in the principles of independence, dignity, integration and equal opportunity.</p> <p>East York East Toronto Family Resources will work to break down the barriers that prevent or limit persons with disabilities from employment, receipt of goods and services, the built environment, and information and communication through the implementation of accessibility standards. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of our ability.</p> <p>In fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005, the agency will create and maintain a multi-year accessibility plan. This accessibility plan will outline the steps the organization will take to prevent and remove barriers to accessibility and when it will do so.</p>	
<u>Scope and Application</u>	
<p>This policy affects all areas of operations within the agency as per the requirements of the Access for Ontarians with Disabilities Act (2005).</p>	
<u>Procedure(s)</u>	
<p>The Board of Directors will complete an annual review of these policies. A copy of the reviewed and signed copy of the policy section will be kept at EYET Corporate Head Office and is available to the public with written notice.</p> <p>A multi-year accessibility plan will be prepared and reviewed by the Board of Directors at least once every five (5) years. A master copy of the plan will be kept on file at corporate head office with print copies to be posted at all EYET program sites. The plan will also be made available to the public via posted links from the EYET Family Resources main website.</p>	



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1.5.1 Assistive Devices	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u>	
<p>EYET Family Resources will ensure that its staffs are trained and familiar with various assistive devices customers may bring on site, or that it may provide and that these devices can be used by customers with disabilities while accessing our goods or services.</p>	
<u>Procedure</u>	
<ol style="list-style-type: none">1. EYET will use current AODA training tools produced by Service Ontario.2. Staff will review AODA assistive devices requirements as part of annual staff training plans.3. Program managers will review AODA assistive devices requirements of annual departmental work plans.	



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1.5.2 Communication	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u>	
<p>EYET Family Resources will communicate with people with disabilities in ways that take their disability into account.</p> <p>We understand the importance of accessible digital and non-digital forms of communication and will do our best to provide accessible types of communication and information to all individuals with disabilities.</p> <p>Communications in alternate formats will be made available upon request within a reasonable time period, in a mutually agreed upon format and at no additional cost.</p>	
<u>Procedure</u>	
<ol style="list-style-type: none">1. Customers can complete and submit the appended EYET <i>Alternate Format Request Form</i> by email or call (647-258-9987) to submit a request.2. Current alternate formats include: large print, Braille, email, high contrast hard copy, and audio.3. Refer to EYET Corporate Style Guide for guidance on the preparation and use of print and electronic publications and materials.4. Refer to Policy 1.5.3 – Employment for specific policies and procedures related to EYET employees.	



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1.5.3 Employment	
Approved By	Board of Directors
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Revised	
<u>Policy Statement</u>	
<p>East York East Toronto Family Resources will make every effort to identify, remove and prevent barriers by developing inclusive employment procedures that support persons with disabilities with accommodations during the recruitment and selection stages and throughout the employment life cycle.</p>	
<p><u>Communications</u></p> <p>When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the agency will ensure that all communication with the individual is completed in a manner that accounts for the individual's disability.</p>	
<p><u>Accommodation</u></p> <p>East York East Toronto Family Resources will provide individual accommodations to support the needs of employees with disabilities. Personalized accommodation plans will be designed to allow employees to contribute and participate in job related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the agency, the employee, and any applicable professionals required to assist the employee throughout the process.</p>	
<p><u>Return to Work</u></p> <p>East York East Toronto Family Resources is committed to a supportive return-to-work program and will develop and implement return-to-work processes for employees who are absent from work due to a disability and require accommodations in order to return to work. The agency will work with the employee to develop an individualized return-to-work plan and support the employee in the transition period by addressing any barriers. The return-to-work process will outline the steps the agency will take to facilitate the</p>	

employee's return to work and use documented individual accommodation plans.

Redeployment

If an employee cannot be accommodated in their current position, even with accommodations to either the job processes or hours, East York / East Toronto Family Resources will consider redeployment by placing the employee in an alternative position within the agency. The agency will work through human resources and in direct consultation with the employee to determine whether there is another available position. If the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

Inability to Accommodate

East York East Toronto Family Resources will provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the organization.

Where a necessary accommodation is found to cause undue hardship on the organization, the agency will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

Recruitment and Hiring

Upon request, the agency will provide candidates with reasonable accommodations during the interview and/or selection process. Where an accommodation is requested, EYET will consult with the applicant to arrange suitable accommodations, such as providing the application in an alternate or accessible format.

EYET interview processes will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. The agency is committed to hiring decisions that are unbiased and based on qualifications and past experience. Successful candidates will be made aware of policies and supports for accommodations upon completion of the recruitment process.

Employee Training and Performance Management

EYET will align employee training and development to meet the needs of employees with disabilities and provide training as soon as reasonably practical upon the employee's assignment to applicable duties. Training will allow for customization to the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that account for the need of the employee.

The agency will consider employee barriers in its performance management processes, in career development, employment support, or advancement opportunities.

Emergency Response

If necessary, or if requested by an employee with a disability, the agency will create individualized workplace emergency response plans. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee. The plan will be reviewed whenever:

- The employee moves to a different physical location in the organization
- The employee's overall accommodation needs, or plans are reviewed; or
- The agency reviews its general emergency response policies

If an employee with a disability requires assistance from a support person during an emergency, the agency will designate a fellow employee to act as such.

Procedure

The Manager responsible for Human Resources, or their designate, shall administer all aspects of ***Policy 1.5.3 – Employees*** and report any issues or concerns to the Executive Director.

The Manager responsible for Human Resources shall be the primary agency contact for employees regarding interpretation of this policy and any specific actions required by either the agency or the employee that will proactively resolve or address the employee's accessibility issue or concern.



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1.5.4 Service Animals	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u>	
<p>EYET Family Resources welcomes people with disabilities and their service animals.</p> <p>Service animals are allowed on those areas of our premises that are open to the public unless otherwise excluded by law.</p>	
<u>Procedure</u>	
<ol style="list-style-type: none">1. A service animal can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.2. Refer to Child Care and Early Years Act (2017) for licensed childcare procedures.3. Refer also to City of Toronto Children's Services Operating Criteria.	



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1.5.5 Support Persons	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u>	
<p>A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on EYET Family Resources premises.</p> <p>If a customer with a disability is accompanied by a support person, EYET Family Resources will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.</p> <p>EYET will not charge fees to support persons for any of its public access programs and services.</p> <p>EYET will notify customers of the above by posting a notice at all EYET public access locations and on our websites.</p>	
<u>Procedure</u>	
<ol style="list-style-type: none"> 1. The agency will attempt to accommodate the customer and a support person to sit with one another. 2. In situations in which confidential information may be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned or conveyed in front of a support person. 3. Notices will be posted at every EYET public access site and on all EYET operated websites. 	



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1.5.6 Notice of Temporary Disruption

Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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Policy Statement

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, reasonable efforts will be made to provide advance notice. Any 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.

The agency will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

Procedure

When disruptions occur:

- Notices will be posted in the nearest accessible entrance to the service disruption
- The EYET Family Resources corporate website will be updated with information about the disruption

Customers with disabilities who have appointments will be contacted



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1.5.7 Training in Accessibility Standards

Approved By	Board of Directors
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Policy Statement

EYET will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on its behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of EYET goods and services.

Procedure

1. Board of Directors training will coincide with annual Board of Directors Orientation activities
2. New Employee/Volunteer Orientation will be completed within 7 days under the direction of program management and with the support and assistance of Human Resources.
3. All training will include, but not be limited to:
 - An overview of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005.
 - A review of EYET Policy Section 1.5 (Accessible Customer Service) and related procedures.
 - A review of the EYET Multi-Year Accessibility Plan.



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1.5.8 Feedback Policy	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u>	
<p>Customers who wish to provide feedback on the way in which EYET provides goods and services to people with disabilities can provide feedback. All feedback, including complaints, will be handled according to the provisions laid out in EYET's corporate Complaints Policy. Customers can expect to hear back within 10 working days.</p> <p>EYET Family Resources will ensure that feedback can be provided by customers with disabilities through a variety of mechanisms, such as in-person, by phone, by email, text message, or social media.</p>	
<u>Procedure</u>	
<p>Feedback may be provided to the attention of the Executive Director:</p> <ul style="list-style-type: none">• By mail;• Electronically, via email to familyresources@eyetfrp.ca;• By telephone; and/or• In person, by making an appointment through our Head Office	



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1.5.9 Notice of Availability Policy	
Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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<u>Policy Statement</u> EYET will notify the public that our documents related to accessible customer service are available upon request by posting a notice at every location and program site operated by the agency and on EYET's main website.	
<u>Procedure</u> <ul style="list-style-type: none">• Notice to be posted on EYET main website homepage at www.eyetfrp.ca	



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1.5.10 Emergency Notifications	
Approved By	Board of Directors
Date of Approval	June 21, 2021
Revised	
<u>Policy Statement</u>	
<p>EYET Family Resources will provide emergency and public safety information, plans and procedures, maps and warning signs at evacuation points, and any other emergency alert information, in accessible formats or with appropriate communication supports, upon request.</p>	
<u>Procedure</u>	
<ul style="list-style-type: none"> • The Manager responsible for Human Resources, or designate, will: <ul style="list-style-type: none"> ○ Ensure that all required notifications are in accessible formats and posted appropriately at all EYET locations ○ Consult directly with any individual(s) requesting information to see how best to meet their needs ○ Ensure that any support person assigned to help a person with a disability in case of emergency is available to act as such 	



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1.5.11 Modification of Accessibility Policies

Approved By	Board of Directors
Date of Approval	Jan. 20, 2014
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Policy Statement

This policy shall be reviewed on an annual basis, or as changes to policy sections may be required by law or Board direction.

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

Procedure

- Policy review is undertaken by the Board with the assistance of the Executive Director.