

AODA Policies

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), is legislation that mandates how businesses and organizations provide accessible services to community members with disabilities. The goal of the AODA is for Ontario to be fully accessible by 2025. In compliance with the AODA, FCR is required to develop and implement a statement of commitment, accessibility policies, and an accessibility plan.

Communication

FCR will communicate with people with disabilities in ways that take into account their disability. FCR will provide, on request, information in an accessible format or with communication supports to people with disabilities.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provide by FCR. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to services.

Service Animals

Policies that prohibit pets on the premises do not apply to service animals. A customer with a disability who is accompanied by a service animal will be allowed access to the premises unless otherwise excluded by law.

If it is not clear the animal is being used by the customer for reasons relating to their disability, FCR may request verification from the customer which can include a:

- Letter from a regulated health professional confirming the person requires the animal for reasons related to the disability;
- Valid identification card signed by the Attorney General of Canada; or
- Certificate of training from a recognized guide dog or service animal training school.

The customer who is accompanied by a guide dog or service animal is responsible for always maintaining care and control of the animal.

If a health and safety concern presents itself, FCR will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a customer with a disability is accompanied by a support person, FCR will ensure that both persons can enter the premises together and that the customer is not prevented from having access to the support person.

Notice of Disruption in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of FCR. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access FCR services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If FCR is made known of a disruption, a notification will be posted in conspicuous places, clients will be contacted with appointments or any other method that is reasonable under the circumstances. The notification will be posted with the following information:

- The service that is disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Employment

Training will be provided to all employees and anyone who provides services on behalf of FCR. As reflection in *Ontario Regulation 191/11*, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the Accessibility Standards for Customer Service, *Ontario Regulation 191/11*;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a service animal; or
 - Require the use of a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide which may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- FCR policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

FCR will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

Training will be provided during orientation to new employees. FCR will keep a record of training dates and employees who attended the training. Revised training will be recorded in the event of changes to legislation, procedures, or practices.

FCR will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

FCR will meet accessibility laws when building or making major changes to public spaces and will ensure that staff knows how to use assistive devices available on our premises such as elevators, automatic doors, etc.

Elevator

In accordance with the Ontario Building Code, FCR offers the use of an elevator to employees or clients who may have mobility issues. Specific staff are trained to work with individuals requiring the elevator.

Washroom

FCR offers an accessible washroom that is designed in accordance with the requirements under the Ontario Building Code, Section 3.8.

Website

FCR will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.