



Accessibility Policy

Purpose

Cystic Fibrosis Canada supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the 2001 Ontarians with Disabilities Act (ODA) and the 2005 Accessibility for Ontarians with Disabilities Act (AODA).

The Integrated Accessibility Standards Ontario Regulation 191/11 covering five standards under AODA – information and communications, employment, transportation, the built environment came into force on July 1, 2011, along with customer service, which was incorporated in the Integrated Regulation on July 1, 2016. Cystic Fibrosis Canada must comply with the phased-in requirements of this regulation.

This policy has been prepared to improve opportunities for people with disabilities and ensures compliance within the AODA legislation.

Commitment

Cystic Fibrosis Canada is committed to excellence in serving all people, including those with disabilities, striving to provide them with information, goods and services, and opportunities to participate in everyday life in a way that respects their dignity and independence.

Scope

This policy applies to all employees, volunteers, contractors and 3rd party groups that interact with our clients and the public on behalf of Cystic Fibrosis Canada.

Policy

Cystic Fibrosis Canada's commitment in fulfilling its mission is to strive at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities and to ensure that customers with disabilities receive accessible goods and services with the same quality and timeliness as others do.

Cystic Fibrosis Canada is committed to complying with both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

Assistive Devices

People with disabilities may use assistive devices as required to access goods and/or services provided by Cystic Fibrosis Canada unless otherwise prohibited by law. An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Use of Support Persons and Service Animals

People with disabilities are permitted to be accompanied by a support person to help with communication, mobility, personal care or medical needs in all areas of Cystic Fibrosis Canada that are open to the public.

Consistent with recent decisions such as the “one person one fare” case, Cystic Fibrosis Canada will review whether a support person will be charged for any fee based event or activity on a case by case basis.

People with disabilities may also be accompanied by their service animal, unless the animal is excluded by another law. If such a case arises, employees will suggest appropriate alternatives and provide assistance.

Communication

Cystic Fibrosis Canada will communicate to people with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables people with disabilities to communicate effectively for purposes of using, receiving and requesting Cystic Fibrosis Canada’s goods, services and facilities.

Cystic Fibrosis Canada will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at regular cost.

Cystic Fibrosis Canada will consult with the person making the request to determine the suitability of an accessible format or communication support.

Training for Employees

Cystic Fibrosis Canada will provide training to employees, volunteers, contractors and 3rd parties on the Accessibility for Ontarians with Disabilities Act and its regulations, including those pertaining to customer service as well as the Ontario Human Rights Code. All new Cystic Fibrosis Canada employees will take this training as part of their orientation within the first few weeks of being hired.

Specific training may also take place depending on the training requirements of the group. For example managers/supervisors will need to know the employment standard requirements under AODA.

In addition, where an assistive device is provided by Cystic Fibrosis Canada, employees will be trained in its proper usage.

Training will be provided on ongoing basis following any changes to company accessibility policies or procedures, the Human Rights code or Accessibility legislation.

Cystic Fibrosis Canada will keep a record of personnel who have completed the accessibility training.

Notice of Temporary Disruptions

Cystic Fibrosis Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

CFC will post a notice of a temporary disruption in a conspicuous place.

CFC will produce a document outlining steps to be taken in the event of a temporary disruption. These documents can be requested in alternate format.

Feedback Process

The goal of this policy is to meet service delivery expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Cystic Fibrosis Canada's feedback process permits people to provide their feedback in person, by telephone, in writing, or by email. Individuals can expect to hear back within ten (10) business days.

Cystic Fibrosis Canada
ATTN: Accessibility Officer
2323 Yonge Street, Suite 800
Toronto, Ontario
M4P 2C9

Fax: 416-485-0960
Telephone: 416-485-9149
Toll-Free Phone: 1-800-378-2233
Email: accessibility@cysticfibrosis.ca

Notice of Availability of Documents

Cystic Fibrosis Canada will provide all documents in an accessible format or with communications support on request. Persons making the request will be consulted to determine the suitable format or communications support.

Cystic Fibrosis Canada will notify the public that documents related to accessible customer service are available upon request by posting a notice in the workplace and on our Web site.

Employment

Recruitment:

Accommodations are available for applicants with disabilities in Cystic Fibrosis Canada's recruitment process.

Applicants selected to participate in an assessment or selection process will be notified that accommodations are available upon request.

If a selected applicant requests an accommodation, Cystic Fibrosis Canada will consult with the applicant and provide suitable assistance.

Cystic Fibrosis Canada will, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports:

Cystic Fibrosis Canada will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability.

Where an employee with a disability requests it, Cystic Fibrosis Canada will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job; and,
- Information that is generally available to employees in the workplace.

Cystic Fibrosis Canada will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information:

Cystic Fibrosis Canada will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary.

If an employee who receives individualized workplace emergency response information requires assistance and gives consent, the individualized information shall be shared with the person designated to provide assistance.

The employer will provide the information required under this section as soon as practical after the employer becomes aware of the need for accommodation.

Individualized workplace emergency response information will be reviewed.

- When the employee moves to a different location in the organization;
- When the employee's overall accommodation needs or plans are reviewed; and
- When the employer reviews its general emergency response policies.

Accommodation for Disability:

Accommodation plans will be developed for employees requesting accommodation due to a disability.

Performance Management:

Cystic Fibrosis Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the performance management process.

Career Development and Advancement:

Cystic Fibrosis Canada will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Return-to-Work Process and Redeployment:

Cystic Fibrosis Canada will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when developing a return to work plan or redeploying employees with disabilities.

Monitor and Review:

This policy will be monitored and reviewed on an annual basis.

Questions about this Policy

This policy exists to ensure quality customer service accessibility to customers with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

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Toronto, Ontario M4P 2C9

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