

Accessibility Laws and Training

‘Accessibility’ means giving people of all abilities opportunities to participate fully in everyday life. **The Accessibility Laws helps businesses meet the needs of people with disabilities.**

‘Disability’ covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental, and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions.

The **Ontario Human Rights Code** protects people (Employees, customers, clients, and public visitors) from discrimination because of past, present, and perceived disabilities and provides them with equal rights, benefits, and opportunities.

Cyclone’s Accessibility Policy

Cyclone takes equal opportunity and treatment as well as maintaining the dignity and independence of each individual seriously. As such, we are pleased to apply the Accessibility Requirements under the Integrated Accessibility Standards Regulation and keep trying our best to meet the needs of people with disabilities as fast as possible. By training our staff as well as educating our staff and public on this subject, providing them with Cyclone’s Accessibility Plan, policies and procedures will enable them to practice providing accessible service and processes for those in need. Our purpose is to eventually eliminate barriers that people with disabilities encounter when working, visiting, communicating, or doing business with or within Cyclone.

Barriers aren’t just physical. Taking steps to prevent ableism, meaning attitudes in society that devalue and limit the potential of persons with disabilities, will help promote respect and dignity, and help people with disabilities to fully take part in community life.

Responsibilities of Cyclone Employees For Ways of Removing Barriers:

- Review the accessibility of your facility, services, and procedures regularly and identify any barriers.
- Talk to your Superior or Human Resources Personnel about it to make a plan and remove any barriers so that employees with disabilities may be able to work at their best and visitors and customers may be able to enjoy being at our facilities and receiving our services.
- Design inclusively, meaning when designing new procedures, policies, offering new services, introducing new equipment or software, make sure your choices and methods DO NOT create new barriers for people with disabilities.
- Practice inclusive employment processes in order to ensure people with disabilities are not discriminated against and are equally considered for a promotion or further career development opportunities.
- Complete employee evaluations on realistic expectations and goals taking their disabilities into consideration. (Example: Never penalizing their evaluation score as a result of their disability)
- Provide people with disabilities any needed or tailored tools, templates, and training to support them in the best way possible.
- Address non-discrimination on development, design, actions, attitudes, practices, or procedures
- Provide effort for accommodation as needed in order to comply with Accessibility Standards.

Five Accessibility Standards in Ontario

1. Customer Service Standards:

- Create an Accessibility Plan including its policies and post it in an accessible location. Also make it available for public upon request.
- Asking “How can I help?” and making small changes to how you serve customers with disabilities. (Example: providing information in larger print upon request)
- Providing and practicing accessible customer service supports, policies, practices, and procedures. (Example: Providing support in training or when providing information to those with a learning disability)
- Making customer feedback accessible. (Example: allowing for feedback through more than one channel like suggestion boxes, phone, or email)
- Post mental health help phone numbers on all employee boards.
- Train Staff on: Accessibility Law, Company Accessibility Policies, Company Accessibility Plan and how to comply with Accessibility Standards. Keep a training log.

2. Employment Standards:

- Let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- Build the accessibility needs of employees into their human resources practices. (Example: Accommodating career development by overcoming barriers by providing an alternate keyboard for someone with arthritis)
- Post vacancies internally on employee boards where internal employees can apply and request accommodation.
- Create a written process for developing and documenting individual accommodation plans for employees with disabilities.
- Help employees stay safe in an emergency by providing them with individualized emergency response information when necessary.

3. Information and Communication Standards:

- Design new Company websites and web content accessible according to the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.0. (Example: include videos with captions for those with hearing loss)
- Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them.
- Develop a Feedback Process easily accessible by providing accessible formats and communications supports when requested.
- Make public emergency information accessible when requested.

4. Transportation Standards:

- Comprehensive Requirements of this standard only apply to public transportation services like TTC, taxicabs, ferries, school buses, shuttle buses, etc.

5. Design of Public Spaces: (Only in new construction or major changes to existing buildings and public areas)

- Meet minimum requirements when it comes to accessible: parking, eating area, sidewalks and ramps, washroom facilities and a service counter.

Accommodation/Feedback/Complaints Procedure

Accommodation is a shared responsibility. Everyone involved (Including the person asking for accommodation by stating their needs or barriers, providing feedback comments or complaints) should work together in order to exchange relevant information and look for accommodation solutions together.

Responsibility of a person with a disability:

- Tell your employer or service provider what your disability-related needs, complaints or feedback comments are related to your job duties, or the services being provided
- Provide supporting information about your disability-related needs, current procedures causing barriers or previous accommodations.
- Including medical or other expert opinions where needed or examples of a procedure or accommodation causing further barriers.
- Take part in looking at possible accommodation solutions.

Responsibility of an employer (Lead Hand, Supervisor, Manager) or service provider (Employee):

- Accept feedback, complaints, and other requests for accommodation from employees, visitors, and clients in good faith
- Confirm the needs or barriers they provided with them
- Advise them that you will be the key point person in assisting them with their needs
- Ask only for information that you need to provide the accommodation. (Example, you would need to know that an employee's loss of vision prevents them from using printed material, but you do not need to know they have diabetes)
- Take an active role in looking at accommodation solutions that meet individual needs by providing options that will resolve the barrier/complaint/feedback comment and involve them in the decision of what would work best for them by asking for their feedback
- Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while you develop a long-term one (Examples of accommodations include: Increased flexibility in work hours or break times, providing reading materials in alternative formats like large print and in some cases changing job duties or re-training)
- Document all your findings accordingly and advise your Superior or Human Resources Personnel. Include name, date, and specifics of feedback comment, complaint or barrier encountered and your options for accommodation
- Put an employee's individual accommodation plan in writing and have the employee as well as his manager sign and date it. Make sure you include the term of the plan.
- If the accommodation or need of a person with a disability causes the Company undue hardship, meaning a major loss for the Company with regards to cost, outside sources of funding, or health and safety requirements by law, please consult your Superior or Human Resources Personnel for further proceedings.
- For assistance with possible accommodation methods like individualized training, alternative formats, or tools, etc., please advise your Superior or Human Resources Personnel.

IMPORTANT NOTE: Respect the dignity of the person asking for accommodation and keep information confidential at all times.