

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

PURPOSE AND POLICY STATEMENT

The National Police Federation is committed to applying reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities, and respects the core principles of independence, dignity, integration, and equal opportunity.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Integrated Accessibility Standards (the “Standards”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at the NPF strive to provide an accessible customer service experience. The objective of this policy, as well as the required AODA training provided upon employment with the NPF, is to ensure we meet the requirements of the Standards and promote its underlying core principles, described below.

The Policy applies to all employees and to all elected and appointed officials, as well as NPF volunteers. The NPF will train its employees, elected and appointed officials, and volunteers on accessibility as it relates to their specific roles.

DEFINITIONS

DISABILITY means:

- The foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- Condition of mental impairment or a developmental disability;
- Learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- Mental disorder, or;
- Injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

GUIDE DOG

A guide dog as defined in section 1 of the *Blind Persons Rights' Act* is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the *Blind Persons' Rights Act*.

SERVICE ANIMAL

An animal is a service animal for a person with a disability:

If it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

SUPPORT PERSON

A person who accompanies a person with a disability to assist with communication, mobility, personal care, or medical needs or with access to goods or services.

CORE PRINCIPLES OF THE POLICY

The NPF ensures that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- **DIGNITY**

Persons with a disability should be treated as valued clients/customers as deserving of service as any other customer.

- **EQUALITY OF OPPORTUNITY**

Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

- **INTEGRATION**

Where possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

- **INDEPENDENCE**

Services should, where possible, be provided in a way that respects the right of persons with a disability to determine for themselves what goods and services they wish to access and how they wish to access them.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

POLICIES, PRACTICES AND PROCEDURES

The NPF shall make reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its services to the public or to other third parties are consistent with the core principles of dignity, equality of opportunity, integration and independence as defined above.

Examples of how the core principles will be incorporated into the NPF's policies, practices and procedures include but are not limited to:

- Ensuring that, wherever possible, all persons with a disability receive the same value and quality of service;
- Being available and willing to assist persons with a disability to access services but always asking permission from the person before doing so;
- Allowing persons with a disability to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that persons with a disability have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing services; and
- Consulting with persons with disabilities in order to determine how services can be made accessible.
- Ensure that accessible formats can be provided to the public at no additional cost.

ASSISTIVE DEVICES

Persons with a disability are welcome, where possible, to use their own Assistive Device when on premises owned by the NPF for the purposes of obtaining, using or benefiting from the NPF's services. Examples of assistive devices include walkers, wheelchairs, and oxygen tanks.

ACCESSIBILITY AT PREMISES WHERE THE NPF PROVIDES SERVICES

Different premises for which the NPF provides services may have different Assistive Devices or other services or facilities intended to aid a person with a disability. The NPF will ensure that employees, elected and appointed officials, as well as volunteers assigned to work at each different premises are aware of the Assistive Devices or other services or facilities available to assist a person with a disability and of how to use/operate the Assistive Device, service or facility where applicable.

SERVICE ANIMALS

Persons with a disability may enter premises owned and/or operated by the NPF accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, if the public or other third parties have access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

When the NPF cannot easily identify that an animal is a service animal, the NPF may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. If a Guide Dog or Service Animal must be excluded by law, the NPF will explain why this is the case and explore alternative ways to meet the person's needs.

SUPPORT PERSONS

A person with a disability may enter premises owned and/or operated by the NPF with a Support Person and have access to the Support Person while on the premises.

The NPF may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. Before making the decision to require a support person, the NPF will:

- Consult with the person with a disability to understand their needs;
- Consider health or safety reasons based on the available evidence;
- Determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

If the NPF ever holds a function or event for which an admission fee will be charged it will ensure that advance notice is provided of the existence and the amount of any separate admission fee to be charged for a Support Person. If a Support Person is required by the NPF, no admission fee will be charged.



NOTICE OF TEMPORARY DISRUPTIONS

The NPF will provide notice if there is a planned or unexpected disruption of a facility or service persons with a disability use to access the NPF's services or that is used to access one of the premises the NPF operates.

The notice may be posted at the entrance of the applicable premises, on the home page of the company's website or on the website of the owner of the premises, on the NPF's voicemail message or email signature or in any other manner as may be appropriate in the circumstances.

The notice will include the following information:

- That a facility or service is unavailable;
- The anticipated duration of the disruption;
- The reason for the disruption;
- Alternative facilities or services, if available.

RECRUITMENT, ASSESSMENT AND SELECTION PROCESSES

The NPF will:

- Notify the employees and the public about the availability of accommodations for applicants with disabilities throughout the recruitment process;
- Notify internal and external job applicants that accommodations to support their participation in all aspects of the recruitment process will be provided on request;
- Notification will be provided in all job postings, and in alternate formats when requested, as well as when communicating with applicants verbally or in writing;
- Notify job applicants that accommodations and supports will be provided on request when they are chosen to participate in the assessment and selection process; and
- Notify successful applicants of our policies for accommodating employees with disabilities when making an offer of employment.

INFORMING EMPLOYEES OF SUPPORTS

The NPF will inform its employees about its policies to support employees with disabilities and will provide job accommodations that take into account the accessibility needs of employees with disabilities.



When required, an individual accommodation plan will be drafted with input from the employee. An individual accommodation plan is a formal way of recording and reviewing the workplace-related accommodations that will be provided to an employee with a disability.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

The NPF will, when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information that is needed by the individual to perform his or her job at no additional cost.

Provide, or arrange for the provision of, information that is generally available to employees in the workplace at no additional cost. The organization will consult with the employee to determine the suitability of an accessible format or communication support.

FORMAT OF DOCUMENTS

The NPF will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

MODIFICATIONS

Any policies of the NPF that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

TRAINING

We are committed to training all staff in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

FEEDBACK OR QUESTIONS ABOUT THIS POLICY

The NPF welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

To provide feedback or request additional information about this Policy please contact:



HR Manager
220 Laurier Avenue West
8th Floor – Suite 800
Ottawa, Ontario K1P 5Z9
By telephone: (825) 251-8469

All feedback, including complaints, will be discussed with the CAO and responded to within 7 business days. The NPF will ensure the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

REVIEW PERIOD

This policy will be reviewed annually and will be revised in light of any legislative changes.

EMPLOYEE ACKNOWLEDGEMENT

I, _____ (print full name) have received and read a copy of the National Police Federation *Accessibility for Ontarians with Disabilities (AODA)* Policy.

I have familiarized myself with the contents of this policy and am aware of its terms. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the *Accessibility for Ontarians with Disabilities (AODA)* Policy provided to me by the NPF. I understand that the *Accessibility for Ontarians with Disabilities (AODA)* Policy is subject to change. Changes will be communicated by the NPF.

Employee Name (Print): _____

Employee Signature: _____

Date: _____