

# COLLEGE OF RESPIRATORY THERAPISTS OF ONTARIO



Title: **AD-Accessibility Standards**

Number: : **AD- Accessibility - 205**

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**April 30, 2012**

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**June 5, 2015**

## BACKGROUND

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) was passed in 2005, and the requirements under this Act are being phased in by the provincial government over a number of years. These requirements vary depending upon the type of organization (i.e., private, broad public sector or not-for-profit) and the number of **employees** (i.e., less than 20 or greater than 20). Under the Act, there are five accessibility standards. These standards were developed to identify, remove and prevent barriers for people with disabilities. The following three standards apply to the CRTO due to the nature of our organization (not-for-profit) and the number of **employees** (less than 20):

1. **Customer** Service
2. Employment
3. Information and Communications

This document outlines the CRTO's policies, practices and procedures to ensure compliance with the Act. The words and phrases in **bold italic** lettering can be cross-referenced in the [Definitions](#) section (Appendix B).

## POLICY

**The CRTO is committed to excellence in serving all its stakeholders and to meeting accessibility requirements under AODA.**

This policy applies to all **employees** of the CRTO, as well as its agents, volunteers and contracted service staff. The policy will be implemented in accordance with the timelines established under the Act (see [CRTO AODA Compliance Implementation Schedule](#) - Appendix E).

### GENERAL REQUIREMENTS - TRAINING

**The CRTO is committed to providing training on Ontario's accessibility laws and on accessibility related obligations under the Ontario Human Rights Code (the Code). Training will be provided in a way that best suits the duties of **employees**, volunteers and other staff members.**

#### Compliance Measures:

- Prior to the compliance deadline , training related to accessibility legislation will be provided to all:
  - **employees** and volunteers;
  - persons who participate in developing the organization's policies; and
  - other persons who provide services on behalf of the organization.
- The CRTO will maintain a record of the training provided.

## 1. ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

The CRTO is committed to providing goods and services in a manner that respects the dignity and independence of all *customers*. The provision of goods and services to persons with disabilities will be integrated in an *accessible* way wherever possible and to the best of our abilities. The CRTO will endeavour to ensure that all of our *customers* are given equal opportunity to obtain, use or benefit from the goods and services provided by and on behalf of the CRTO. The CRTO is committed to encouraging public engagement to help us meet the AODA *customer* service standards.

### Compliance Measures:

Regulation 429/07, Accessibility Standards for Customer Service outlines compliance requirements in a number of areas, including establishment of policies, communication, notice of temporary disruptions, feedback process and *employee* training. In compliance with this regulation, the CRTO developed:

- An [Accessible Customer Service Plan - Providing Goods and Services to People with Disabilities](#) (see Appendix A)
- Staff training procedures on *accessible customer* service
  - All staff members are required to complete the [Serve-Ability: Transforming Ontario's Customer Service](#) e-learning module as soon as possible after hiring and provide proof of completion.

In addition, a copy of this policy has been placed on an [AODA page](#) on the CRTO website.

The CRTO has added the following message to its website and all relevant communiques to the *customers* it serves:

*“The College of Respiratory Therapists of Ontario is committed to accommodating the people we serve to the best of our abilities. If there are any accessibility services that you may require, please let us know in advance.*”

## 2. ACCESSIBILITY STANDARD FOR EMPLOYMENT

The Employment Standard, under the [Integrated Accessibility Standards Regulation](#), requires employers to provide for accessibility where it pertains to the finding, hiring and supporting *employees* with disabilities.

**The CRTO will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, the CRTO will provide customized workplace emergency information to *employees* who have a *disability*. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of *employees* with disabilities.**

### Compliance Measures:

1. The CRTO will let job applicants know that it will accommodate disabilities during the selection process. If a job applicant requests accommodation, the CRTO will consult with them and make adjustments that best suit their needs.
2. The CRTO will notify successful applicants of its policies for accommodating *employees* with disabilities.
3. If the CRTO hires an *employee* with a known *disability* who might need help in an emergency, the

CRTO will:

- develop individualized emergency response information;
  - obtain the **employee's** consent and then share this information with anyone designated to help them in an emergency; and
  - review the emergency response information if and when:
    - the **employee** changes work locations
    - the CRTO staff reviews the employee's overall accommodation needs;
    - the CRTO staff reviews its emergency response policies
4. The CRTO will let its staff know about its policies for supporting **employees** with disabilities.
  5. The CRTO will have performance management mechanisms in place to assess and improve an **employee's** performance, productivity, effectiveness and overall success.

In addition, all **accessible** employment practices will be integrated into the CRTO's existing Employment policy, as required.

### 3. INFORMATION AND COMMUNICATIONS STANDARD

**The CRTO is committed to meeting the communication needs of people with disabilities. When requested, we will provide information and communications materials in *accessible* formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency information.**

#### Compliance Measures:

- The CRTO will ensure that it has mechanisms in place to receive and respond to feedback from its members, **employees** and members of the public who have a **disability**. A [Customer Feedback Form](#) has been developed for the public and is included with this policy (Appendix D) and on the [AODA page](#) on the CRTO website.
- The CRTO will let the public know that it will make information **accessible** upon request. The CRTO will consult with people with disabilities to determine their information and communication needs.
- Any surveys that go out to the public/members should allow for an alternative method of communication (e.g., allow survey to be completed verbally if individual has low vision) upon request.

Format for information we provide to the public will be integrated into the CRTO's existing [General Communication policy](#).

## **Accessible Customer Service Plan - Providing Goods and Services to People with Disabilities**

The CRTO is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices**

The CRTO will ensure that our staff is trained and familiar with various **assistive devices** that may be used by **customers** with disabilities while accessing our goods and services.

The CRTO will endeavour to accommodate people with assistive devices to the best of our abilities by making our premises as **accessible** as possible. In the case where people with disabilities may not access the goods and services of the CRTO from our location, the CRTO will investigate and suggest alternative solutions to meeting with our **customers**, in person.

### **Service Animals**

The CRTO will welcome people with disabilities and their **service animals**. If a person with a **disability** is accompanied by a **guide dog** or other service animal, the CRTO will ensure that the person is permitted to enter our facility with the animal and keep the animal with them unless the animal is otherwise excluded by law. Where a service animal is excluded from a certain area by law, the CRTO will ensure that other measures are explored and options made available to enable the person with a **disability** to obtain, use and benefit from the CRTO's goods and services.

### **Support Persons**

A person with a **disability** who is accompanied by a **support person** will be welcomed and permitted to have that person accompany them on our premises. **Customers** with disabilities will not be prevented from having access to their support person(s). Fees will not be charged for support person(s) to accompany people with disabilities on our premises.

### **Communication**

The CRTO will communicate with people with disabilities in ways that take into account their **disability**. The CRTO will communicate to the best of its ability via:

- face-to-face, in-person communication
- telephone, teleconference
- mail, documents and other written forms of communication
- internet/website and other modes of e-communication (e.g., email, e-bulletins, audio-visual online conferences)

### **Notice of Service Disruption** (see sample [Notice of Service Disruption](#) - Appendix C)

In the event of a planned or unexpected disruption to services or facilities for **customers** with disabilities, the CRTO will notify the public and other **customers** promptly. This clearly 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 notice will be placed outside the main entrance to our offices, 180 Dundas Street West Suite 2103, Toronto ON and in the reception area. In the case of a planned disruption involving access to 180 Dundas Street West Suite 2103, the building manager of Northwest Healthcare Properties will be contacted (416.595.1616) to make additional arrangements to accommodate people with accessibility needs.

Notice of Service Disruption may also be posted on the CRTO website at [www.crto.on.ca](http://www.crto.on.ca) or sent via electronic communique as needed and as determined by a case-by-case assessment.

**Feedback** (see sample [Customer Feedback Form](#) - Appendix D)

**Customers** who wish to provide feedback on the way the CRTO provides goods and services to people with disabilities may contact the CRTO in person, by telephone or via email. Our main telephone number is 416.591.7800 and our toll free number is 1.800.261.0528. A complete list of contact information is available to the public on our website at [www.crto.on.ca](http://www.crto.on.ca). **Customers** can expect to hear back from the CRTO within three business days.

Complaints will be addressed according to our organizations regular complaint management procedures on a case by case basis.

#### **Modifications to This or Other Policies**

Any policy of the CRTO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

#### **Education and Training**

The CRTO will provide education and training to all employees, volunteers and others who deal with the public or other third parties on behalf of the CRTO. Education and training will be provided by the Professional Practice Advisor (or delegate) on an ongoing basis and when there are updates to the policy or legislation. New staff will be trained as part of their orientation process to the CRTO. A record of the dates on which education and training was provided and a list of individuals who have successfully completed the training will be maintained.

The CRTO's Education and training curriculum will be based on learning objectives identified by the Ministry of Community and Social Services (MCSS) in their training guide: [Accessibility Standard for Customer Service Training Resource](#).

**Education and Training will include:**

- A presentation providing an overview of the [Accessibility for Ontarians with Disabilities Act, \(2005\)](#) and the requirements of the **customer** service standard.
- A description of this policy and plan to accommodate people with disabilities
- Completion of a Ministry of Community and Social Services approved training program, such as the:
  - [Serve-Ability: Transforming Ontario's Customer Service](#) e-learning module.
  - [Access Forward – Training for an Accessible Ontario](#)
    - General Requirements Training
    - Information and Communication Standards Training
    - Employment Standard Training
- Guidance on what to do if a person with a **disability** is having difficulty in accessing the CRTO's goods and services including.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.

## APPENDIX B

### DEFINITIONS

**Accessible** means customer service is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

**Assistive Device** any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, listening device or cane.

**Customer** means any individual, such as an applicant, Member, member of the public or other person who may communicate or seek to communicate with and/or receive or seek to receive goods and services from the CRTO.

**Disability** means:

- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, 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,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**Employee** refers to paid **employees** but does not include volunteers or any other unpaid individuals.

**Guide Dog** means a dog trained as a guide for a blind person and having the qualifications prescribed by the [Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 \(1\)](#).

**Service Animal** is an animal that provides assistance for a person with a disability. It may be readily apparent that the animal is used by the person for reasons relating to his/her disability; or a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person** is a person who helps someone with a disability perform daily tasks. Often people who have a support person are not able to do things by themselves, such as eat meals, use the washroom or change their clothes. Without support that person may be unable to access goods and or services provided by the CRTO.

**APPENDIX C**

**NOTICE OF SERVICE DISRUPTION**

The estimated length of the temporary disruption is from:

\_\_\_\_\_ to \_\_\_\_\_

The following services and/or facilities are currently unavailable:

\_\_\_\_\_ due to \_\_\_\_\_

\_\_\_\_\_ due to \_\_\_\_\_

The following alternative services and/or facilities are available:

\_\_\_\_\_  
[insert alternative service or facility name and location]

**Thank you for your patience in this matter.**

**For questions or additional information please contact:**

**Name:**

\_\_\_\_\_  
[insert department manager or supervisory staff person's name]

**Phone:** \_\_\_\_\_

**Fax :** \_\_\_\_\_

**Email:** \_\_\_\_\_



**Customer Service Feedback Form**

**Customer Feedback Form**

We welcome your feedback on access to the goods and services we provide. Please provide your comments below:

If you would like to receive a follow-up from us about how we will respond to your feedback, please provide information about how we may reply:

By email? Email address \_\_\_\_\_ By

In person? Preferred arrangement \_\_\_\_\_

Date:

Feedback received by:

This feedback is collected under the Accessibility for Ontarians with Disabilities Act (AODA) Accessibility Standards for Customer Service. The CRTO responds to feedback using the following process:

Customers who wish to provide feedback on the way the CRTO provides goods and services to people with disabilities may contact the CRTO in person, by telephone or via email. Our main telephone number is 416.591.7800 and our toll free number is 1.800.261.0528. A complete list of contact information is available to the public on our website at [www.crto.on.ca](http://www.crto.on.ca). Customers can expect to hear back from the CRTO within three business days.

Complaints will be addressed according to our organizations regular complaint management procedures on a case by case basis.

**Thank you for taking the time to provide us with feedback on our services.**

**APPENDIX E**

**CRTO AODA Compliance Implementation Schedule**

As of June 5, 2015:

<b>Accessibility Requirements</b>	<b>Due Date</b>	<b>CRTO Implementation Schedule</b>
<p><b>Customer Service Standard</b></p> <ul style="list-style-type: none"> <li>• Create and put in place accessibility plan</li> <li>• Train staff</li> </ul>	January 1, 2012	In place – CRTO developed its Accessibility Standard for Customer Service Policy in April 2012. Staff training completed in May 2012. New staff members are required to complete the training as soon as possible after hiring.
<p><b>Employment Standard</b></p> <p>Workplace emergency response information</p>	January 1, 2012	If the CRTO hires an employee with a disability who might need help in an emergency the CRTO will develop an individualized emergency response information.
<p><b>General Requirements</b></p> <p>Accessibility policies</p>	January 1, 2015	Policies that fit our existing business practices to be implemented in 2015.
<p><b>Information and Communication Standard</b></p> <p>Emergency information</p>	January 1, 2012	Upon request, the CRTO will make emergency and public safety information accessible to people with disabilities.
<p><b>General Requirements</b></p> <p>Training</p>	January 1 2016	Policy to be implemented in 2016.
<p><b>Information and Communication Standard</b></p> <p>Feedback</p>	January 1 2016	<p>Feedback form included in this policy; posted on the CRTO website as part of the policy.</p> <p>Surveys will allow for an alternative method of communication.</p>
<p><b>Employment Standard</b></p> <p>Recruitment</p>	January 1 2017	Job applicants will be notified that the CRTO will accommodate disabilities during selection process.
<p><b>Employment Standard</b></p> <p>Information for employees</p>	January 1 2017	Staff will be notified about CRTO’s policies for supporting employees with disabilities. All accessible employment practices will be integrated into the CRTO’s existing

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		Employment policy, as required.
<b>Employment Standard</b> Process to accommodate employees	January 1 2017	When providing career development opportunities, the CRTO will take into account the accessibility needs of its employees.
<b>Communication Standard</b> Accessible formats and communication supports	January 1 2017	CRTO will let the public know that it will make information accessible upon request.

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