

COLLEGE OF RESPIRATORY THERAPISTS OF ONTARIO



Accessibility Standards Policy

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Section: AD

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1.0 PURPOSE

The purpose of this policy is to identify access barriers, improve opportunities and provide accessibility for people with disabilities.

2.0 POLICY

The College of Respiratory Therapists of Ontario (CRTO) is committed to serving all its stakeholders with a professionally recognized disability (including special needs, disorders, conditions or impairments) and to meeting accessibility requirements in CRTO dealings under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

3.0 APPLICABILITY

This policy applies to all **employees** of the CRTO, as well as its agents, volunteers and contracted service staff.

4.0 SCOPE

4.1 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.

4.2 ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

- The CRTO is committed to providing services in a manner that respects the dignity and independence of all customers.
- The provision of services to persons with disabilities will be integrated in an accessible way wherever possible and to the best of the CRTO's abilities.
- The CRTO will endeavour to ensure that all of our customers are given equal opportunity to obtain, use or benefit from the 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. Please see Appendix A for Accessible Customer Service Plan details.

4.3 ACCESSIBILITY STANDARD FOR EMPLOYMENT

- The CRTO will notify the public and staff that, when requested, we will accommodate disabilities during recruitment, assessment processes and when 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.

4.4 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.

5.0 EVALUATION

This policy is reviewed every five years and will be revised as needed. Any changes made to this policy will consider the impact on persons with disabilities. Any policy of the CRTO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

5.0 RELATED DOCUMENTS

- [Accessibility for Ontarians with Disabilities Act, 2001 \(AODA\)](#)
- [CRTO Communications Policy](#)
- [Human Rights Code R.S.O. 1990, Chapter H. 19](#)
- [Human Rights Commission. The Duty to Accommodate](#)
- [O. Reg. 191/11: Integrated Accessibility Standards Regulation](#)

7.0 CONTACT INFORMATION

College of Respiratory Therapists of Ontario

www.crto.on.ca

Telephone: 416-591-7800

Toll-Free (in Ontario): 1-800-261-0528

Fax: 416-591-7890

General Email: questions@crto.on.ca



8.0 DEFINITIONS

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: Any individual, such as an applicant, Member, member of the public or other person who may communicate or seek to communicate with the CRTO.

DISABILITY:

- 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 co-ordination, 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: 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: 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 their 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: 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 A

Accessible Customer Service Plan

The CRTO is committed to making all services accessible to people with disabilities.

Assistive Devices

The CRTO is committed to train staff to be familiar with various assistive devices that may be used by customers with disabilities while accessing our 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 services of the CRTO from our location, the CRTO will investigate and suggest alternative solutions to meeting with our customers, in person.

Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the CRTO will permit the person to enter any area of the office where public or members are ordinarily allowed.

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. A person with disabilities will not be prevented from having access to their support person(s). Where a support person is present and confidential information will be discussed, consent will be obtained prior to discussions in the presence of support persons.

Communication

The CRTO will communicate using alternative methods to provide services to people with disabilities or communication challenges. Upon request the CRTO will communicate with the most appropriate method such as in-person, by telephone, email or video call.

Notice of Service Disruption

In the event of a planned or unexpected disruption to CRTO services or facilities, the CRTO will notify the public of the disruption promptly. The 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 posted at the main entrance to the CRTO office, a notice on the telephone system and on the CRTO's website.

Feedback

Questions and feedback regarding how the CRTO provides services to people with disabilities or about this policy can be made by contacting the Manager of Communications at 416-591-7800 / 800-261-0528 ext. 27 or by email at communications@crt0.on.ca.

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. Training and educations will include:

- The purpose of the [Accessibility for Ontarians with Disabilities Act, \(2005\)](#) and the requirements of the customer service standard.
- Completion of the Ministry of Community and Social Services approved training program, such as the:
 - [AccessForward: Customer Service Standard](#) e-learning module.
 - [AccessForward: 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.