



**Accessibility for Ontarians with Disabilities Act
(AODA) Policy & Procedure**

POLICY CATEGORY: Human Resources	POLICY NUMBER: HR: 402
SPONSORING DEPARTMENT/OFFICE: Human Resources	POLICY ADMINISTRATOR/RESPONSIBLE MANAGER: HUMAN RESOURCES
APPROVAL DATE: September 2012	LAST REVIEWED: January 2023
EFFECTIVE DATE: March 2023	NEXT SCHEDULE REVIEW: January 2026

OVERVIEW/PURPOSE/BACKGROUND

Oxfam Canada is committed to providing a barrier-free environment for anyone who seeks to enter Oxfam Canada’s offices, interact with Oxfam Canada staff in Canada, or access our information and services. We are committed to making every reasonable effort to ensure that people with disabilities are treated with dignity and respect, and to providing people with disabilities with the same opportunities to access our services and opportunities for employment, retention and promotion.

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to all of Oxfam Canada’s operations in Canada.



POLICY STATEMENT

Oxfam Canada will accommodate a person with a disability to the point of undue hardship, as per the requirements of the Ontario Human Rights Act. Oxfam Canada will:

- *Ensure that all people are treated equally and with dignity and respect;*
- *Ensure that persons with disabilities are able to access and experience any of Oxfam's activities, services and information;*
- *Ensure that persons with disabilities receive the same value and quality of activities, services and information;*
- *Allow people with disabilities to do things their own way, at their own pace when participating in activities and accessing information and services, as long as this does not present a safety risk;*
- *Use alternate methods to ensure that people with disabilities have access to the same activities, services and information and in a similar manner;*
- *Accommodate individual needs when providing activities, services and information;*
- *Communicate in a manner that takes into account the person's disability;*
- *Accommodate employees so that they are able to fulfill their work requirements.*

SCOPE

This policy applies to all Oxfam Canada employees, interns, volunteers, tenants, contractors or visitors who are required to enter Oxfam Canada property or interact with people in-person in Canada for the purposes of completing their objectives, as directed by Oxfam Canada.



DEFINITIONS

Accessibility for Ontarians with Disabilities Act (AODA): The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. Through the AODA, five standards have been developed: Customer Service, Information and Communication, Employment, Transportation, and Built Environment. The goal is to make Ontario barrier-free by 2025.

Disability: As defined by the AODA and the Human Rights Code, refers to *any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness*. It includes both present and past conditions, instances where a person is perceived or “seen” to have a disability, as well as a perception that a person may develop a disability in the future. A disability may be the result of a physical limitation, an ailment, a perceived limitation or a combination of all these factors. The focus is on the effects of the distinction, preference or exclusion experienced by the person and not on proof of physical limitations or the presence of an ailment. Even minor illnesses or infirmities can be “disabilities” if a person can show that they were treated unfairly because of the perception of a disability.

- Disabilities that are not obvious to the average observer (also known as non-evidential disabilities) are also protected. Examples of non-evident disabilities include chronic fatigue syndrome, back pain, and certain forms of mental illness.
- Other disabilities may remain hidden because they only flare up occasionally (such as epilepsy or environmental sensitivities).

Assistive Device: A technical aid, communication device or other instrument used to maintain or improve the functional abilities of



people with disabilities. Personal assistive devices are typically devices that people use such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Goods and Services: Includes communication and interactions with the public, recruitment services, brochures, pamphlets, and electronic job postings and application forms.

Guide Dog: A highly trained working dog that has been trained at one of the facilities listed under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal: An animal used by a person with a disability if:

- It is apparent that the animal is used by the person for reasons relating to her or his disability; or
- It is apparent that the animal is used by the person for reasons relating to her or his disability; or

If the person provides 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 accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Application of this Policy/Procedure

Assistive Devices

Persons with disabilities may use their own assistive devices as required when participating in activities and accessing information and services from Oxfam Canada.



In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access; for example, open flames and oxygen tanks cannot be near one another, therefore, the accommodation of a person with an oxygen tank may involve ensuring the person is in a safe location. Oxfam Canada commits to holding all in-person activities in locations that are accessible for persons with disabilities who may require assistive devices.

Guide Dog

A person with a disability that is accompanied by a guide dog or service animal can access Oxfam Canada offices. They are responsible for caring for and controlling the service animal.

Support Person

If a person with a disability is accompanied by a support person, Oxfam Canada will ensure that both persons have access to the premises together and that the person with the disability is not prevented from having access to the support person.

In situations where confidential information might be discussed in the presence of a support person, consent will be obtained from the person with the disability, prior to any conversation occurring.

Application of this Policy/Procedure

Information and Communication

Oxfam Canada is committed to meeting the communication needs of persons with disabilities. We encourage them to disclose any relevant information that may be helpful in accommodating their unique information and communication needs. Additionally, we will communicate with persons with disabilities in ways that take their disability into account and will ensure that Oxfam Canada staff are trained on how to interact and communicate appropriately.



Oxfam Canada's website and all its contents will comply with WCAG2.0, Level A by March 31, 2023.

Oxfam Canada is committed to providing fully accessible communication with persons with disabilities. Oxfam Canada will encourage our staff to communicate verbally in clear, plain language and to speak clearly and slowly. Oxfam Canada will offer to communicate with persons with disabilities by alternative formats if verbal conversation is not suitable for their needs.

Accessible Emergency Information

Oxfam Canada is committed to providing building safety information in an accessible way, upon request. We will also provide employees with disabilities with individualized emergency response information during onboarding.

Training

Oxfam Canada will provide training to all employees, interns, volunteers and contract staff who interact with the public in Canada.

Refresher training will be provided on an annual basis as appropriate. Training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.

Record of Training

Oxfam Canada will keep a record of training that includes the date training was provided and who was trained.



Notification of Accessibility for Ontarians with Disabilities policy

Oxfam Canada will:

- post this policy on its website;
- make available on the website the option of enlarging print, using adaptive software for easier viewing;
- post this policy in an accessible format, in a conspicuous place that is visible to Oxfam Canada visitors at its offices in Canada;
- ensure accessible feedback forms are available (included at end of policy).

FEEDBACK PROCESS

Oxfam Canada strives to center the rights, dignity and inclusion of people with disabilities in our activities, information and services.

Oxfam Canada will provide an opportunity for people with disabilities to provide feedback, verbally or in writing, on our activities, information and services. Feedback forms can be submitted to:

Manager Human Resources
39 McArthur Avenue,
Ottawa, Ontario K1L 8L7

Email: CAN-TEAM-HR@oxfam.org

Phone: (613) 237-5236

Website: www.oxfam.ca



RELATED STATUTES, POLICIES, REQUIREMENTS OR STANDARDS

Related Policies & Standards	Other Policies & Standards
<ul style="list-style-type: none"> • Oxfam Canada Accommodation policy • Anti-racism and Justice, Equity, Diversity, and Inclusion policy 	<ul style="list-style-type: none"> • Ontario Human Rights Act • Accessibility for Ontarians with Disabilities Act (AODA) • WCAG Accessible website

FORMS AND TOOLS/ONLINE PROCESSES

AODA Customer Feedback Form

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is provincial legislation that aims to achieve a fully accessible Ontario.

We are grateful for your visit to Oxfam Canada and are dedicated to ensuring the satisfaction of all our visitors.

Your feedback is important in helping us improve the accessibility of our services. Please take a moment to complete this feedback form and let us know how we are doing. Comments can be made in a variety of formats and receipt will be acknowledged. Please let us know if you require assistance in completing the Customer Feedback Form.

Please outline in detail the nature of your feedback including names of all individuals involved.

1. Location of Visit:



OXFAM
Canada

On line _____

In person _____

Telephone _____

2. Date of Visit: _____

3. What was the purpose of your visit? _____

4. Did you experience any accessibility barriers? Please explain _____

5. [If applicable] Were all documents and materials provided to you in an accessible manner or format?

Yes No*

* If no, please explain:

6. [If applicable] Was the website provided in an accessible manner or format?

Yes No*



7. Did we respond appropriately to your customer service or client needs?

Yes No*

*If no, please explain:

8. Would you like to provide any additional details? If so, please respond below.

Please provide us with your contact information below:

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: _____

Phone Number: _____



Email Address: _____

How would you like to be contacted?

**By Phone
contacted**

By Email

**I don't want to be
contacted**

Thank you – we appreciate your feedback!

Oxfam Canada Contact: Manager Human Resources

Information Address: 39 McArthur Ave., Ottawa ON K1L 8L7

Phone: (613) 237-5236

Email: CAN-TEAM-HR@oxfam.org