

## **Accessibility Policy for the Customer Service Standards under AODA (Accessibility for Ontarians with Disabilities Act, 2005 and Human Rights Code)**

The JCC is committed to ensuring equal access and participation for people with disabilities as best we can. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility wherever possible and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The JCC is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The JCC understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any law.

The JCC is committed to excellence in providing goods, services, programs, events and facilities to all customers including people with disabilities in a manner that promotes and respects their dignity, independence, integration and equal opportunity.

The JCC is dedicated to ensuring all programs, services and events are accessible to customers in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services. The JCC endeavors to ensure that the Accessibility Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. 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.
- iii. Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. Independence** - Services shall be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing

to assist a person with a disability but will not do so without the express permission of the person.

The JCC is also committed to providing Accessible Customer Service in the following additional areas:

### **Communication**

The JCC is committed to communicating with customers, staff and volunteers with disabilities in different or alternative ways that take into consideration their disability.

Any JCC public information, for example information on our websites, will be made accessible to an individual who requests it in an alternative format as soon as possible wherever possible, including via email, mail, verbal over the phone and orally in person at the Customer Service Desks or in a meeting.

Staff are trained on how to interact and communicate with customers with disabilities in a manner that is respectful of a customer's dignity and independence.

Alternative methods of communication shall be provided as requested as soon as possible. Staff will be trained to communicate with customers over the telephone in an articulate manner and to speak clearly and answer questions patiently.

The JCC will work with the person with disabilities to determine what method of communication works for them. If alternative formats are requested from what we have readily available, we will do our best to accommodate in a timely manner. If we are not able to provide an alternative communication method that suits the requestor's needs, we will explain why the information or communications are unconvertible and provide a summary of the unconvertible information and/or communications.

Our AODA Policies and Feedback methods are posted on our website and also on our Health and Safety bulletin boards.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's Accessibility Laws.

### **Use of Assistive Devices, Support Persons and Service Animals**

Assistive Devices, guide animals and/or support persons may be used by customers to assist in accessing services at the JCC wherever possible.

In cases where the assistive device presents a significant and unavoidable health and safety concern or may not be permitted for other reasons, other measures will be discussed with the customer to try and find an alternative way for them to access the services of their choice.

Staff are trained to assist people use the assistive devices that we have in our facilities, for example, pool wheelchair, adaptive equipment in the gym, assisted shower device, standing desks etc.

The JCC 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. Prior to making such decision, the JCC shall consult with the person with the disability. Support persons will not be required to pay entrance fees, where applicable, when accompanying and providing aid to a customer with disabilities whether the support person is required by the JCC or requested by the customer with a disability.

The JCC welcomes people with disabilities and their service animals. All service animals must be trained and certified as a service animal. They must have proof of inoculations/vaccinations required under the Childcare Centre Early Years Act and the Toronto Operating Criteria. Service animals must also wear identification vest and service ID. A person requiring the assistance of a service animal at the JCC, shall request permission from the Membership department. Every effort will be made to accommodate the use of service animals, however The JCC reserves the right to restrict the use of service animals in certain areas.

If a service animal is not permitted in a particular area of the JCC, the JCC staff shall explain why the animal is excluded and discuss with the customer another way of providing goods, services and/or facilities.

Staff and volunteers will be properly trained in how to interact with customers with disabilities who are accompanied by a service animal, a support person or an assistive device.

### **Notice of Temporary Disruptions**

The JCC will notify customers if there is a planned or unexpected disruption of a facility or service that persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises as well as being provided verbally, via email, text, and on our website or in person as applicable. 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.

### **Feedback Procedure**

AODA requires Organizations to implement a feedback method that allows clients to provide feedback on perceived barriers, including how to ask for assistance.

The JCC accepts feedback in a variety of ways including in person through the Member Experience Associates, by telephone, in writing, or electronically via email and/or through the contact us section of our website as well as in our Accessibility Policy. Our feedback protocol requires the JCC to respond to all customer inquiries within 3 business days.

**Prosserman JCC:**  
[info@prossermanjcc.com](mailto:info@prossermanjcc.com)

416-638-1881

Prosserman JCC  
4588 Bathurst Street,  
Toronto, ON M2R 1W6  
prossermanjcc.com

**Schwartz/Reisman Centre:**

[info@srcentre.ca](mailto:info@srcentre.ca)

905-303-1821

Schwartz/Reisman Centre  
9600 Bathurst Street,  
Vaughan, ON L6A 3Z8  
srcentre.ca

In addition, one may contact Karina Kiler, Manager of Diversity and Inclusion  
905-303-1821 ext. 3042 [karina@srcentre.ca](mailto:karina@srcentre.ca).

The JCC ensures that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports on request in a timely manner. Alternative feedback formats shall be provided within one week of request. If an extension is required, for example if a translator is requested, or braille, this shall be communicated to the requestor within the one-week time frame and a revised date shall be communicated.

**Training and Records**

The JCC shall provide training at time of hire and shall provide additional training in respect of any changes to the policies on an ongoing basis as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices. The training on the requirements of the accessibility standards and on the *Human Rights Code* shall be appropriate to the duties of the employees, volunteers and other persons and shall be tailored accordingly.

***A. Content of Training***

Training will include:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and requirements of the Accessible Customer Service Standards.
- A review of the JCC Accessibility Policy.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an assistive device or require the assistance of a service animal or support person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services. These include but are not limited to:
  - -Pool Wheelchair
  - -Adaptive shower equipment

- -Adaptive gym equipment
- -Standing desks
- What to do if a person with a disability is having difficulty accessing our premises and/or our goods and services.
- How to provide an inclusive and respectful work environment that supports the core principles of the JCC Accessibility Policy.
- How to respond to requests for alternative feedback or forms of communication upon request.

### *B. Timing of Training*

It is a condition of hire that all JCC employees, full time and part time, vendors, partners and volunteers complete the required AODA training prior to their start date by viewing the link below:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

All employees, full time and part time, vendors and volunteers are required to sign in their employment contracts /volunteer agreements/service agreements that they have viewed all the training outlined above.

All employees, full time and part time, are required to sign off they have read and understood the JCC Accessibility Policy through the JCC Online Onboarding Platform prior to their time of hire. Volunteers and service providers are required to manually sign they have read and understood the JCC Accessibility Policy prior to their start date.

A verbal review of the JCC AODA policy is conducted during the on-boarding process. Additional training and updates are provided periodically through staff meetings, webinars, emails and in-person staff training so all persons to whom this policy applies is kept updated.

We provide additional training regarding changes to the policy and specific to departments that may require it.

### *Documenting Training*

Records of the training are maintained in the JCC Onboarding Platform as well as in the JCC HR Department Office.

## **Employment Practices**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. All job posts on our JCC websites and external recruiting sites include information that informs the public that the JCC will accommodate the needs of people with disabilities through all stages of the hire process.

We notify job applicants when they are selected to participate in assessment or selection process that accommodations are available upon request. We consult with applicants and applicants and provide or arrange for suitable accommodations.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities. All Accessibility Policies of the JCC are included in our staff handbook, online onboarding portal, and employment contracts and agreements. Accessibility training is a condition of hire and is elaborated upon during on-boarding and staff training. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account their disability.

All workplace information, including emergency information, job descriptions, employment manuals, and health and safety information shall be provided to an employee in an alternative form, if requested. We will consult with the employee making the request in determining the suitability of an accessible format or communication supports.

In addition, on-boarding training, job training and talent and performance management shall be adapted where needed and where requested to accommodate staff with disabilities to afford them equal opportunities for career growth and development.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. All emergency protocols covered in the online onboarding training prior to start date and are reviewed in person when the employee starts work. With the employee's consent, we will provide workplace emergency information to a designated person(s) who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized emergency response information if the employee moves to a different work location, periodically when the employee's overall accommodations needs or plans are reviewed and when the employer reviews/updates and/or changes their general emergency response procedures.

We have a written process to develop individual accommodation plans for employees with disabilities, either as part of the hire process, or if they become disabled during employment, or if they are returning to work after an illness or injury.

Employees returning to work from illness, injury or disability are provided where possible with modified duties and/or adapted workspace devices or processes as reflected in their return-to-work transition plan and advised by their medical practitioners. Return to work plans and workplace accommodations are kept confidential by the Human Resources department.

The JCC is an equal opportunity employer and is committed to fair and equal treatment of all our staff, volunteers and those who use our facilities and enjoy our services, including people with disabilities.

This document is publicly available. Accessible formats are available upon request.