

INTEGRATED ACCESSIBILITY STANDARDS POLICY

Policy Statement: Dovercourt Boys and Girls Club (“**Dovercourt**”) is committed to meeting the requirements of the *Integrated Accessibility Standards* regulation and the *Accessibility for Ontarians with Disabilities Act, 2005* to ensure that all programming and opportunities of the BGC is accessible to all members, community, staff, board members and members of the public. Dovercourt is committed to treating all people in a way that allows them to maintain their dignity and independence. Dovercourt believes in integration and equal opportunity. Dovercourt is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

Contact for Questions: This Integrated Accessibility Standards Policy exists to ensure accessible service excellence to customers and employees with disabilities. Inquiries, questions or complaints in regards to this Integrated Accessibility Standards Policy should be referred to: Dovercourt Location 180 Westmoreland Ave, Toronto, ON M6H 3A2 and Junction Triangle 1379 Bloor St W, Toronto, ON M6P 4J5 by telephone at: Dovercourt #416-536-4102 and Junction #416-530-4233 or by email communications@bgcdovercourt.com

Purpose: In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) aims to create a more accessible Ontario by identifying and, to the extent possible, eliminating barriers experienced by people with disabilities. The Integrated Accessibility Standards Regulation (the “**IASR**”), enacted under the AODA, sets out obligations with respect to accessibility standards, in addition to certain general requirements. Dovercourt is committed to meeting its obligations under the IASR. Dovercourt is further committed to ensuring that every Ontario employee receives equitable treatment with respect to employment, without discrimination, and receives accommodation in a timely manner where required, in accordance with the provisions of the Ontario *Human Rights Code* and the AODA and its regulations.

1. GENERAL STANDARDS

Training Personnel and Other Persons. Dovercourt will ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to:

- all of Dovercourt’s personnel, including members of the bargaining unit;
- all persons who participate in developing Dovercourt’s policies; and,
- all other persons who provide goods, services or facilities on Dovercourt’s behalf.

The training will be appropriate to the duties of the personnel and such other persons. Personnel and such other persons will be trained when changes are made to Dovercourt’s Integrated Accessibility Standards Policy. New personnel and such other persons will be trained as soon as practicable.

2. INFORMATION AND COMMUNICATIONS STANDARDS

Feedback. Dovercourt will ensure that Dovercourt’s process for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. Dovercourt will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports. Upon request, Dovercourt will provide, or will arrange to provide, accessible formats and communication supports for persons with disabilities in connection with their communications with Dovercourt or when accessing publicly available information or documents from Dovercourt. Dovercourt will do so in a timely manner that takes into account the person’s accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. Dovercourt will consult with the person making the request in determining the suitability of an accessible format or communication support. Dovercourt will also notify the public, via the Multi Year Accessibility Plan posted to its website, about the availability of accessible formats and communication supports.

3. EMPLOYMENT STANDARDS

Workplace Emergency Response Information. Dovercourt will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Dovercourt is aware of the need for accommodation due to the employee’s disability. Dovercourt will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Dovercourt will, with the employee’s consent, provide the workplace emergency response information to the person Dovercourt has designated to provide assistance to the employee. Dovercourt will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee’s overall accommodation needs or plans are reviewed and when Dovercourt reviews its general emergency response policies.

Recruitment, Assessment or Selection Process. Dovercourt will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Dovercourt will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Dovercourt will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

Notice to Successful Applicants. When making offers of employment, Dovercourt will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports. Dovercourt will inform its employees of its policies (and any changes to those policies) used to support employees with disabilities. Dovercourt will provide these policies to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees. Upon the request of an employee with a disability, Dovercourt will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Dovercourt will consult with the employee making the request.

Performance Management, Career Development and Advancement & Redeployment. Subject to the requirements of the collective agreement (if applicable), Dovercourt will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Individual Accommodation Plan. Dovercourt is committed to providing accommodations for people with disabilities. The Company has set out a process for when an employee with a disability requests an accommodation. Dovercourt will notify all new and existing employees of the process for requesting accommodation related to a disability.

Return to Work Process. Dovercourt is committed to supporting employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work ("RTW"). As a result, Dovercourt has implemented a RTW process to facilitate an employee's safe and timely return to work. Dovercourt will notify all new and existing employees of the RTW process.

4. CUSTOMER SERVICE STANDARDS

Accessibility of Services. Dovercourt strives to communicate with customers with a disability in a manner that takes into account both the customer's disability and the customer's preferred method of communication. To the extent possible, upon request, Dovercourt will provide all published information or communications for its customers in accessible formats or electronic/digital formats that facilitate conversion of the information or communication into an accessible format. Dovercourt will allow customers with a disability, where possible, to use their own assistive devices. Where a barrier prevents the use of an assistive device, Dovercourt will endeavor to remove the barrier or make best efforts to accommodate the customer by an alternative means. Dovercourt will allow customers with a disability to be accompanied by a service animal and to keep the service animal with them on Dovercourt's premises, unless excluded by law. Dovercourt will allow customers with a disability to be accompanied by a support person and will ensure the customers have access to their support person while on Dovercourt's premises.

Notice of Temporary Service Disruptions. Dovercourt will notify customers if there is a planned or unexpected disruption of a facility or service that customers with a disability usually use to access their services.

Training and Records. Dovercourt will provide training, and ongoing training as required under the AODA, to all of the Company's personnel to whom the Customer Service Standard Policy applies as well as to those persons charged with developing the Customer Service Standard Policy and



related procedures and practices. Training will be provided to all of Dovercourt's personnel to whom the Customer Service Standard Policy applies after their start date with Dovercourt.

Feedback. Dovercourt will provide, or arrange to provide, a feedback process in accessible formats and communication supports, on request. Dovercourt will maintain a number of channels through which customers can provide their feedback, including electronically, in writing and in person. Dovercourt will strive to respond to all feedback received as soon as practicable.

Notice of Availability of Documents. Dovercourt will make its Customer Service Standards Policy available to the public and its customers upon request. Dovercourt will notify the public and its customers on its website that the Customer Service Standards Policy is available upon request.

