

Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them.

The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. The AODA has five standards, the first of which is the Accessibility Standards for Customer Service, Ontario Regulation 429/07. The next four standards – Information and Communications, Employment, Transportation, and Design of Public Spaces have been combined under one regulation, the Integrated Accessibility Standards Regulation.

The customer service standard applies to all people, businesses and organizations that provide goods and services to the public or to other businesses or organizations with one or more employees. The goal of the customer service standard is to ensure that people with disabilities are given the same access to goods and level of customer service as everyone else. Businesses are expected to provide goods and services under the principles of dignity, independence, integration and equal opportunity. The Standard also mandates measures surrounding communication, assistive devices, guide dogs, service animals and service dogs, support persons, service disruptions, feedback and training.

Statement of Commitment to Accessibility

Infrastructure Health and Safety Association (IHSA) is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, volunteers, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our goods or services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, procurement processes, training, and best practices. We will review these policies and practices as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner, while respecting dignity and independence.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, IHSA is committed to working with the necessary parties to make accessibility for all a reality. We have taken a strategic approach to implementation by establishing an AODA Committee, comprised of both worker and employer representatives, to ensure the objectives of our multi-year accessibility plan are achieved. For more information please contact our AODA Committee (aoda@ihsa.ca).



Purpose and Application

To ensure IHSA's compliance with accessibility legislation, the following principles have been implemented into our Accessibility Standards for Customer Service policy:

- Providing Goods and Services to Persons with Disabilities
- Assistive Devices
- Service Animals
- Support Persons
- Notice of Service Disruptions
- Customer Feedback
- Training
- Notice of Availability and Format of Documents

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, our policy addresses IHSA's commitment to the following:

- General Requirements
- Employment Standard (Recruitment, Assessment, Selection)
- Accessible Formats and Communication Supports for Employees
- Workplace Emergency Response Information
- Individualized Accommodation Plans
- Return to Work Processes
- Performance Management
- Career Development/Advancement
- Redeployment