

Accessibility Policy

Statement of Organizational Commitment

The Learning Designers is committed to ensuring equal access and participation for people with disabilities. 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 and by meeting our accessibility requirements under Ontario's accessibility laws.

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

The Learning Designers is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods or services.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods or services.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- using assistive technology
- turning on live captions
- writing instead of speaking

We will work with the person with disabilities to determine what method of communication works for them.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them during our interactions. This may include a note taker, interpreter, scribe, or other. We will communicate with anyone who is authorized by a client.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, this organization will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

The notice will be made publicly available via email or the company website.

Feedback Process

The Learning Designers welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided via the contact section of the website, an email to the Director, or during any of our company communications.

All feedback, including complaints, will be responded to within 24 hours and handled as soon as possible. If the problem cannot be fixed in a reasonable timeframe, other arrangements will be made to address the problem.

The Learning Designers ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

The Learning Designers notifies the public that documents related to accessible customer service are available upon request by posting a notice on the website and on many company documents. The Learning Designers will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner, taking into account the person's accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

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

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

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 as soon as practicable after they begin their employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation 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 the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace

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

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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

Effective Date: January 1, 2022

Date of next policy review: January 1, 2023

Approve by: Shannon Webb, Director