

Section 1.0 PURPOSE

The purpose of this policy is to address the accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The purpose of AODA is to identify, remove and prevent barriers for people living with disabilities in five key areas:

- customer service
- employment
- information and communications
- transportation
- design of public spaces

Section 2.0 PRINCIPLES

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equal opportunity – people with disabilities have an opportunity equal to that given to others to access your goods or services.

Section 3.0 POLICY STATEMENT

CUPE Local 5167 is committed to identifying, removing and preventing barriers that may impede accessibility to union participation and membership service in a manner that respects the principles of dignity and independence of persons and Members living with disabilities.

CUPE Local 5167 is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons and Members living

with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

CUPE Local 5167 is committed to meeting the communication needs of people and Members living with disabilities. When asked, we will do our best to provide information and communications materials in accessible formats or with communication supports whenever possible.

CUPE Local 5167 will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

CUPE Local 5167 if needed, we will provide customized workplace emergency information to Employees or Members who have a disability and informed the Local.

CUPE Local 5167 will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

CUPE Local 5167 will modify or remove any of our policies that do not respect and promote the dignity and independence of people or Members living with disabilities.

Section 4.0 CONSIDERATIONS

4.1 Assistive Devices

The use of assistive devices by persons or Members living with disabilities to participate in union activities is recognized unless otherwise prohibited due to health and safety or privacy issues.

It is the responsibility of the person or Member living with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

4.2 Communication

When communicating with a person or Member with a disability, we will do so in a manner that takes into account the person's disability, when aware of the disability.

4.3 Service Animals

Any Person or Member living with a disability that are accompanied by a guide dog or other service animal are permitted to enter the union hall with the animal unless it is otherwise excluded by a conflicting by-law.

A Service Animal certificate may be requested.

If a service animal is excluded by law, we will ensure that other measures are available to enable the person or Member living with a disability to obtain the support of their union.

It is the responsibility of the person or Member with a disability to ensure that his or her service animal is kept in control at all times.

4.4 Support Person

A person or Member living with a disability who is accompanied by a support person will be allowed to have the support person accompany them at the union hall.

In the event, the Member requires a support person to support them attending a General Membership Meeting (GMM), the Membership will be asked to approve a non-member at GMM.

4.5 Feedback

CUPE Local 5167 will maintain a feedback process to enable customers to comment on the provision of our services to persons and Members living with disabilities.

CUPE Local 5167 welcomes your feedback as it encourages continuous improvement in accessibility to member services.

A person or Member may provide feedback or submit requests for information and communications by telephone, email or in writing to the **Executive Administrator**.

4.6 Notice of Availability

CUPE Local 5167 will notify Members that our policies are available upon request on the website under Members Zone – Accessibility or they may request a printed copy by telephone, email or in writing to the **Executive Administrator**.

Section 5.0 REFERENCES

A Guide to the Integrated Accessibility Standards Regulation

<http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/CombinedEnglishDocumentsIASR-02%20FINAL-s.pdf>

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility Standard for Customer Service: employer handbook

http://www.mcsc.gov.on.ca/documents/en/mcss/accessibility/Tools/AO_EmployerHandbook.pdf

Accessibility Standards for Customer Service, Ontario Regulation 429/07

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

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