

Code for Canada Accessibility Policy

Statement of Organizational Commitment

Code 4 Canada “Code for Canada” 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

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

Code for Canada is committed to excellence in serving and providing services to all customers, including people with disabilities. Our accessible 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, volunteers, and board members in providing accessible service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train all employees no matter their province of employment in:

- a) who participate in developing the organization’s policies; and
- b) all other persons who provide services on behalf of the organization

Training of our employees, volunteers, and board members 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
- how to interact and communicate with people with various types of disabilities

- How to connect to any of Code for Canada's online digital tools used regularly for meetings, presentations, working sessions and general gatherings that may help facilitate to people with disabilities. Should a platform not work for a guest of Code for Canada, Code for Canada will work with the person to understand what works for them and adjust so they have access.

We train every person as soon as practicable after being hired and provide training regarding any policy changes.

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 services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services.

We ensure that our staff are trained to pivot should a customer need assistance with one of the tools we use to provide services.

Communication

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

- Email
- Video chat
- Audio notes
- Phone calls
- Visual whiteboards

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

Service Animals & Support Persons

Code for Canada does not require a support person for customers/third parties with disabilities because there are no health and safety concerns.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services for customers with disabilities, this organization will notify customers promptly. The information will be emailed and posted in our partner communication channels, including the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

Services/Facilities include:

The notice will be made publicly available in the following ways:

- Email to all customers or partners who the disruption affects
- Notification in the digital communication channel with the customer and partner
- Code for Canada website should the disruption affects the majority of the projects

Feedback Process

Code for Canada welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Emailed to peopleculture@codefor.ca
- Feedback tab on the website
- Direct Slack messaging to any of the Directors and/or Executive Director

All feedback, including complaints, will be handled in the following manner:

- People & Culture will review the feedback, including complaints, and present it to senior management with recommendations to improve accessibility.

Customers can expect to be provided with an update back in 30 days.

Code for Canada 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

Code for Canada notifies the public that documents related to accessible customer service are available upon request by posting a notice on our website.

Code for Canada 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.

Self-service Kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks and our website.

Information and Communications

We have a process for receiving and responding to feedback, which is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider 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; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request to determine 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 the following:

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

We notify the public about the availability of accessible formats and communication support by 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 considers 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

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person 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 workplace emergency response information:

- When the employee's overall accommodations needs or plans are reviewed
- When an employee has a new manager

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

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

Design of Public Spaces

Code for Canada does not have public workspaces; we are remote-first. Should Code for Canada hold an in-person event, we will rent a space accessible for all participants.

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.