

C The Visual Arts Foundation (“C Magazine”) - Accessibility Policy 02.2017-1.0

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Statements herein, to the effect that C The Visual Arts Foundation (“C Magazine”) will or may aspire or aim for or to do something, under this Accessibility Policy, should be understood as aspirational in nature and as being made of C Magazine’s own accord and volition in its sole discretion, and arising from C Magazine’s longstanding alignment with, and deep and abiding respect for, the purpose, spirit and intent of the AODA – rather than out of any specific obligation to adhere to applicable requirements of the AODA.

Statement of Aims

C Magazine aspires to provide a respectful, welcoming, accessible, and inclusive environment for all persons, to respect the dignity and independence of people with disabilities, and to take into account the person's disability and embody the principles of integration and equal opportunity.

C Magazine aspires to become a barrier-free organization and to meet any requirements of existing legislation and of its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with C Magazine.

C Magazine aspires to ensure that all persons within its community will be aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

C Magazine aspires to ensure that any applicable legislation, regulations, and standards concerning accessibility shall be observed in a timely fashion.

Accountability & Responsibility within C Magazine

C Magazine aspires that its:

Board of Directors and its Executive Committee will have accountability to and responsibility for:

- The governance of the policy.
- C Magazine compliance with any applicable legislative requirements, including fiscal responsibility, human costs and human rights issues.
- Supporting and promoting the policy throughout the organization.
- Driving the culture to a high level of understanding regarding disability and accommodation.

Directors of the Board, staff directors and managers will have accountability to and responsibility

- Fostering open and constructive communication.
- Demonstrating sensitivity to and respect for confidentiality of information.
- Raising awareness to facilitate understanding of the policy.
- Participating and cooperating to facilitate workplace accommodation.
- Participating and cooperating to facilitate accommodation at all C Magazine events and programs
- Acting as a resource for all parties and participants.
- Supporting and educating each other in their obligations.

Employees and representatives will have accountability to and responsibility for:

- Participating and cooperating with all parties to facilitate workplace accommodation.
- Participating and cooperating to facilitate accommodation at all C Magazine events and programs

General Definitions

Accessible Media Formats: include, but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio and video, and other formats accessible to persons with disabilities.

Assistive Device: a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members and guests bring with them such as a wheelchair, walker or a personal oxygen tank. These devices might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: as defined by the *Ontarians with Disabilities Act, 2001*, anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. This includes:

- A physical barrier,
- An architectural barrier,
- An informational or communications barrier,
- An attitudinal barrier,
- A policy, practice and procedure barrier.

Communication Supports: include but are not limited to sign language, plain language and other communication supports that facilitate effective communications.

Disability: a key feature of the AODA is its definition of "disability". Under the AODA, the definition of "disability" is the same as the definition in the *Ontario Human Rights Code* [2]:

Any degree of physical disability, infirmity, malformation or disfigurement including, but not limited to:

- Diabetes mellitus;
- Epilepsy;
- A brain injury;

- Any degree of paralysis;
- Amputation;
- Lack of physical coordination;
- Blindness or visual impediment;
- Deafness or hearing impediment;
- Muteness or speech impediment; or
- Physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental health disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety & Insurance Act, 1997*.

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. This is a broad definition, and one that must be considered closely when educating our employees, directors of the board and representatives in the appropriate response to our stakeholders, community members, and readers.

A. Integrated Accessibility Standards Regulation Policy

Purpose and Background

The *Integrated Accessibility Standards Regulation* (Regulation 191/11) (the “IASR”) under the AODA provides standards for private sector organizations to increase accessibility for persons with disabilities specifically in the areas of:

- Information and Communications
- Employment

Accessibility Plan

C Magazine aspires to meet any applicable standards of the IASR, and to help identify barriers that prevent a person with a disability from fully participating in all aspects of the Magazine, including its programming and events because of their disability (such as attitudinal, information or communication, technology, organizational and physical) within the stated goals of the IASR.

C Magazine aspires to review and update the Accessibility Plan at least once every five years, and to prepare an annual status report on the progress and measures taken to implement C Magazine’s Accessibility Plan.

(1) Training

C Magazine will provide training for staff, directors and representatives that align with applicable requirements of the accessibility standards referred to in the IASR. C Magazine aspires to provide training on the *Human Rights Code* as it pertains to persons with disabilities. Appropriate records of training will be maintained.

Training, using Access Forward materials (<http://www.accessforward.ca/training>), will be provided to the following person(s):

- All employees, directors of the board and representatives
- All persons who work under a contractual agreement directly with C Magazine

(2) Information and Communication Standards

(a) Feedback

C Magazine aspires to ensure that its processes for receiving and responding to feedback will be made available to persons with disabilities, whether members of the public, stakeholders or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public will be notified of the availability of such an option. C Magazine aspires to review its current feedback processes to ensure they are and have been accessible and voluntarily in compliance with the IASR.

(b) Accessible Formats and Communication Supports

C Magazine aspires to, upon request and consultation, have capacity to provide information and communications under its control about its goods and services to people with disabilities using the appropriate accessible format or communication support wherever possible, in a timely manner and on par with any fees that may be charged to others for the same information. C Magazine aspires to notify the public about the availability of accessible formats and communications supports.

C Magazine aspires to review and determine its current offerings of accessible formats and communications supports and to engage in an ongoing process of identifying additional accessible formats and communications supports that may be offered by C Magazine.

(c) Accessible Websites and Web Content

C Magazine aspires to ensure and confirm conformance of all new websites, content, and applications directly controlled by C Magazine or through its contractual relationships, with any applicable WCAG and such associated levels as may be required by the IASR and practical

(d) Educational Materials

C Magazine will, upon request, provide educational and training institutions with accessible or conversion-ready versions of its print-based educational resources.

(3) Employment Standards

(a) Recruitment

C Magazine aspires to notify its employees and external applicants about any availability of accommodation for applicants with disabilities in its recruitment process.

(b) Recruitment, Assessment or Selection Process

C Magazine aspires to ensure that job applicants may be notified when they are individually selected to participate in the assessment or selection process, and that accommodation for disabilities may be made available upon request in relation to the materials or processes to be

used. C Magazine aspires to consult with individuals who request accommodations and to provide for appropriate accommodations.

(c) Notice to Successful Applicants

C Magazine aspires to, when presenting offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

(d) Informing Employees of Supports

C Magazine aspires to ensure that employees will be informed of any and all accessibility policies (and any updates to those policies) used to support employees with disabilities, including any and all policies on the provision of job accommodations that may take into account an employee's accessibility needs due to disability. C Magazine aspires that this information will be provided to new employees as soon as practicable after commencing employment.

(e) Accessible Formats and Communication Supports for Employees

C Magazine aspires to, upon request of an employee with a disability, consult with the employee to provide, or arrange for, accessible formats and communication supports for information that will be needed to perform their job, and information that will be available to other employees. C Magazine aspires to consult with the employee making the request and to determine the suitability of an accessible format or communication support. C Magazine aspires that accessible formats and communications supports regarding general workplace information will also be provided to employees with disabilities.

(f) Workplace Emergency Response Information

C Magazine aspires to provide employees with disabilities individualized workplace emergency response information when the employee's disability is such that the information is required and C Magazine has been informed of the need to accommodate the employee's disability.

(g) Documented Individual Accommodation Plans

C Magazine aspires to accommodate the needs of its employees with disabilities as required under the Ontario Human Rights Code. C Magazine aspires to develop individualized accommodation plans for its employees with disabilities, as C Magazine is made aware. C Magazine aspires to formalize the process by which it will consult, develop, determine, document, review and routinely update the individualized accommodation plan. C Magazine aspires to implement and maintain measures effective to maintain the privacy of its employees with disabilities.

(h) Return to Work Process

C Magazine aspires to maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. C Magazine aspires to clearly define and outline the steps taken in the return to work process for facilitating the return to work, and to include documented accommodation plans for each individual as part of the process. C Magazine aspires that the above stated return to work process will not replace, hinder or override any applicable return to work process created by or under any applicable statute (e.g., the *Workplace Safety Insurance Act, 1997*).

(i) Performance Management, Career Development and Advancement and Redeployment

C Magazine aspires to consider the accessibility needs of employees with disabilities as well as individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees and when redeploying employees.

B. Accessibility Standards for Customer Service Policy

Purpose and Background

Under the AODA, *Ontario Regulation 429/07*, entitled "Accessibility Standards for Customer Service" (the "Service Regulation"), came into effect on January 1, 2008. The Service Regulation establishes accessibility standards specific to customer service for private sector organizations that provide goods and services to members of the public or other third parties.

C Magazine, under this policy, aims to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA and the Service Regulation, require with respect to service delivery to persons with disabilities and addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices;
- The Use of Guide Dogs and Service Animals;
- The Use of Support Persons;
- Notice of Service Disruptions;
- Customer Feedback;
- Training; and
- Notice of Availability and Format of Required Documents.

Statement of Aims

C Magazine aspires to provide a respectful, welcoming, accessible, and inclusive environment in the provision of goods and services for stakeholders, readers, community members, and employees alike. C Magazine aspires to ensure that applicable legislation and standards concerning accessibility will be observed. C Magazine aspires to ensure that all persons within its community are aware of all rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

C Magazine aspires to ensure that people with disabilities will be given an equal opportunity to obtain, use and benefit from C Magazine's issues, events and programs in a way that is respectful of their dignity and independence and in a manner which takes into account the person's disability.

C Magazine aspires to ensure that all issues, events and programs provided by C Magazine will follow the principles of dignity, independence, integration and equal opportunity [1].

C Magazine aspires to become a barrier free environment and to meet applicable requirements of applicable existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to make full use of the services provided by C Magazine.

Scope

1. C Magazine aspires to apply this policy to the provision of its goods and services, and events and programs, as well as to any interactions with employees, directors, contributors, customers, community members and stakeholders via telephone, email or written mail.
2. This policy applies to C Magazine employees, directors of the board and representatives. C Magazine further aspires to apply this policy to volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of C Magazine.

Additional Definitions:

Guide Dog: A highly-trained working dog that has been trained at one of the special facilities to provide mobility, safety and increased independence for people who are blind.

Service Animal: The Service Regulation [3] defines a "service animal" as "an animal for a person with disability". In this policy, a service animal is:

- Any animal used by a person with a disability for reasons relating to the disability; or
- Where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability; or
- Where the person provides a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person: A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Customer Service Policy, Practice and Procedure

(1) The Provision of Goods and Services to Persons with Disabilities

C Magazine aspires to make every reasonable effort to ensure that its policies, practices and procedures will be consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers, contributors and community members receive the same value and quality;
- Allowing customers, contributors and community members with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers, contributors and community members with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's, contributors' and community members' disability.

Best Practices: C Magazine aspires to encourage its employees, directors of the board and representatives to be proactive in seeking solutions and removing barriers, as well as alerting all customers, contributors and community members to the range of accommodations that are available.

The term "persons with disabilities" may be the norm, and if a specific condition must be referenced, the condition will be referenced last (e.g., person with low vision). The following are some general tips that may help make communication and interaction with or about people with all types of disabilities more successful:

- Remember to put people first. It may be proper to say person with a disability, rather than disabled person or the disabled.
- It may be best to wait until an individual describes their situation to you, rather than to make your own assumptions. Many types of disabilities may have similar characteristics and assumptions may be wrong.

C Magazine aspires to, when it bills for services, demonstrate a commitment to providing accessible invoices to all of its customers. This means that C Magazine aspires to provide invoices in alternate formats upon request (e.g., hard copy, large print, email) and to prepare staff to answer questions customers may have about the content of the invoice.

(2) Assistive Devices

C Magazine aspires to allow persons with disabilities to use their own assistive devices as required when attending events and programs hosted by C Magazine in different locations. In cases where the assistive device presents a safety concern or where accessibility might be an issue, C Magazine aspires to allow other reasonable measures to be used to ensure the access to the event or program. For example, where elevators may be absent and where an individual requires assistive devices for the purposes of mobility, C Magazine aspires to host the event or program in a location that meets the needs of the community member.

Best Practices: C Magazine aspires to train every employee and director who interacts with community members or other third parties on how to assist with various assistive devices, should their assistance be required.

(3) Guide Dogs and Service Animals

C Magazine aspires to allow a community member with a disability that is accompanied by a guide dog or service dog access to events and programs that are open to the public unless otherwise excluded by law. *Dog Owners' Liability Act*, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. In a situation where a guide dog or service animal is excluded from a venue by law, C Magazine **aspires to** offer an alternative method to enable the person with a disability to access the event or program.

Recognizing a Guide Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the community member for reasons relating to his or her disability, C Magazine may request verification from the community member. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal: The community member that is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

(4) Allergies

C Magazine aspires to make all reasonable efforts to meet the needs of all individuals if a health and safety concern presents itself, for example in the form of a severe allergy to the animal.

Best Practices: C Magazine aspires to prepare employees, directors of the board and representatives to respond to requests of water for the service animal and to show the owner an outdoor area where the animal can be taken to relieve itself.

(5) Support Persons

C Magazine aspires to ensure that, if a community member with a disability is accompanied by a support person, both persons are allowed to enter the event or program together, and the community member is not prevented from having access to the support person. C Magazine aspires to ensure that all confidentiality requirements and practices will also apply to support persons.

Best practices: C Magazine aspires to prepare employees and other agents to communicate directly with the person with a disability rather than through their support person except in circumstances where this is necessary.

(6) Training

C Magazine will provide training to all employees, directors of the board and representatives who deal with the public; to provide revised training in the event of changes to any applicable legislation or to C Magazine's policy, practice and procedure. C Magazine aspires to keep a record of training that includes the dates training was provided, what training was provided and to whom it was provided.

C Magazine aspires to ensure the training will include information on the purposes of the AODA, any applicable requirements of the Service Regulation, how to communicate and interact with people with disabilities, how to interact with service animals or support people, how to utilize any assistive devices that may be available at its premises, what to do if a person has difficulty accessing C Magazine services or facilities, and any policies, procedures and practices pertaining to providing accessible customer service to people with disabilities.

(7) Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of C Magazine. C Magazine aspires to ensure that, in the event of any temporary disruptions to facilities or services that customers with disabilities rely on, reasonable efforts will be made to provide advance notice. The notice may include a statement of regret and a date. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible [4].

(8) Feedback Process

C Magazine aspires to provide community members with the opportunity to provide feedback on the service provided to persons with disabilities. C Magazine aspires to ensure that information about the feedback process will be readily available to all community members, and that notice

of the process will be made available at location reception. C Magazine aspires to ensure that feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written or email) will be available upon request.

Best Practices: C Magazine aspires to inform community members about the feedback process and how action will be taken if a complaint is received. C Magazine aspires to acknowledge feedback within ten business days of the receipt of a complaint. In some cases, it may not be possible or appropriate to acknowledge feedback, for example, if the community member wishes to remain anonymous, or indicates that they do not want to receive an acknowledgment.

(9) Availability and Format of Documents (Alternative Formats)

C Magazine aspires to make available, upon request, any applicable documents required by the Accessibility Standards for Customer Service, including portions of C Magazine's Accessibility Policy, notices of temporary disruptions, training records, and written feedback process, subject to the *Freedom of Information and Protection of Privacy Act* ("FIPPA"). When providing these documents to a person with a disability, C Magazine make every effort to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

C Magazine aspires to notify community members that the documents related to the Accessibility Standard for Customer Service may be available upon request and in a format that takes into account the customer's disability. C Magazine aspires to give notification by posting the information in a conspicuous place owned and operated by C Magazine, the website and/or any other reasonable method. C Magazine aspires to include the following information, in the event that a notification needs to be posted, unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

End Notes

[1] See definitions of dignity, independence, integration and equal opportunity in **Schedule 1**.

[2] *Ontario Human Rights Code*, R.S.O. 1990, Chapter H.19, Section 10(1)(a-e), Service Ontario e-Laws, 2006, 03 April 2009, http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

[3] *Ontario Regulation 429/07*, Section 4(9)(a-b)

[4] See **Availability and Format of Documents** subsection (9), above, for further information

Schedule 1 - C Magazine Accessible Customer Service Principles

Dignity: The principle of respecting the dignity of a person with a disability means treating them as customers who are as valued and as deserving of high quality and timely service as any other customer. Persons with disabilities are not treated as an afterthought or forced to accept

lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

Independence: In some instances, independence means freedom from control or influence of others – freedom to make one's own choices. In other situations, it may mean the freedom to do things in one's own way. People who may move or speak more slowly or differently must not be denied an opportunity to participate in a program or service because of this. Staff must allow persons with disabilities to take the time they need, without rushing them or taking over a task for them if someone prefers to do it themselves in their own way.

Integration: The provision of goods or services to persons with disabilities and others must be integrated to allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other stakeholders. Integration means that policies, programs and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.

Equal Opportunity: Equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that persons with disabilities have the same opportunity as others to obtain, use and benefit from the way goods or services are provided. They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience.