



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Accessibility Policies for The Basilian Fathers of Toronto

The Basilian Fathers of Toronto are committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

The Basilian Fathers of Toronto are committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, and other staff members.

The Basilian Fathers are committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our services, facilities as well as publically available emergency information.

The Basilian Fathers will consult with people with disabilities to determine their information and communication needs.

The Basilian Fathers of Toronto will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

The Basilian Fathers of Toronto will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Accessible Customer Service Plan

The Curial Office at 146 Davenport Road is a 4-story building. Floors basement through 2 are used as office space and the 3rd floor is a private residence. The building is private and not open to the public.

This policy specifically addresses the area of 146 Davenport Road that may be visited by 'customers' by appointment.

Providing Services to People with Disabilities

The Basilian Fathers of Toronto are committed to excellence in serving all customers including people with disabilities. This involves ensuring access to the building, and ensuring that our facilities are accessible.

The Basilian Fathers of Toronto are committed to meeting our current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Basilian Fathers of Toronto 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 Basilian Fathers of Toronto are committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Basilian Fathers of Toronto are committed to excellence in serving 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.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities.

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 goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Assistive devices that are found on-site that are potentially available to the public include:

- Text-to-speech via website



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

- Large print materials on request

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on our premises.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will notify customers of this by posting a notice in the following location(s):



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

- [Basilian.org/accessibility](https://basilian.org/accessibility)

In certain cases, The Basilian Fathers of Toronto might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, The Basilian Fathers of Toronto will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of Temporary Disruption

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

Services/Facilities include:

- 146 Davenport Road

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

- Basilian.org
- Notice at the rear accessible entrance of 146 Davenport Road
- Notice at basement elevator doors

Training

The Basilian Fathers of Toronto will provide accessible customer service training to:

- all employees
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 3 months of being hired.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- The Basilian Fathers of Toronto's policies related to the customer service standard
- 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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - Text-to-speech via website
 - Large print materials on request
- what to do if a person with a disability is having difficulty in accessing The Basilian Fathers of Toronto's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback Process

The Basilian Fathers of Toronto welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- basilian.org/accessibility
- verbally

Customers who wish to provide feedback on the way The Basilian Fathers of Toronto provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- e-mail to contact@basilian.org
- verbally inform a staff member
- We will work with the person with a disability to determine what method of communication works for them.

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

- Feedback will be directed to the Assistant to the Congregational Financial Officer

Customers can expect to hear back in 2 business days.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

The Basilian Fathers of Toronto will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

When a complaint is received The Basilian Fathers will work within reason to find and implement a solution to the problem. This solution will be created in conjunction with the complainant.

Notice of Availability

The Basilian Fathers of Toronto will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following way:

- Basilian.org
- Reception at 146 Davenport Road

The Basilian Fathers of Toronto will provide this document 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.

Modifications to This or Other Policies

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



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Appendix A: Accessible Formats and Communication Supports

The Basilian Fathers of Toronto will ensure our organization provides accessible formats/communication supports in a timely manner, in a way that considers the accessibility needs of the person with a disability at no cost.

The Basilian Fathers will consult with the person who is requesting information in an accessible format or with communication support to ensure the method is tailored to their needs.

Customers may make a request in person, or via our website at Basilian.org to contact@basilian.org.

Upon receiving a request, we will respond within 2 business days. Our response will be tailored to the individual's needs.

If users request a specific alternative format The Basilian Fathers will utilize the following best practices:

- **Large Print:** Increase the font size to 16-point or larger, use a clear sans-serif font, and adjust line spacing.
- **Accessible PDFs:** When saving from Word to PDF, ensure the "Document structure tags for accessibility" is checked. For interactive features like fillable areas, further tagging and field configuration will be utilized in Adobe Acrobat Pro.
- **Audio or Braille:** Prepare a clean electronic text file (like a well-tagged Word doc) to serve as a "conversion-ready" source. This clean text can be used with screen readers or specialized Braille and text-to-speech translation software.
- **Other:** Any other formats will be accommodated upon request to the best of our ability and resources.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Appendix B: Recruitment Policies

The Basilian Fathers of Toronto will notify job applicants that, when requested, we will accommodate disabilities during recruitment, assessment and hiring process.

Recruitment

The Basilian Fathers of Toronto use Job Bank for all recruitment activities. A link to basilian.org/accessibility will be linked in all job postings.

Job Bank provides the following accommodation options for job postings. The appropriate option will be selected according to the job posting:

- ☐ Provides physical accessibility accommodations (for example: ramps, elevators, etc.)
- ☐ Provides visual accessibility accommodations (for example: braille, screen readers, etc.)
- ☐ Provides auditory accessibility accommodations (for example: transcription software, teletypewriters, etc.)
- ☐ Participates in a government or community program or initiative that supports persons with disabilities
- ☐ Offers mentorship, coaching and/or networking opportunities for persons with disabilities
- ☐ Provides awareness training to employees to create a welcoming work environment for persons with disabilities
- ☐ Applies accessible and inclusive recruitment policies that accommodate persons with disabilities

Assessment

Applicants will be informed during the initial phone screening that accommodations are provided upon request.

Hiring

Successful applicants will be informed through the employment offer that accommodation supports are available upon request.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Appendix C: Workplace Emergency Response

The Basilian Fathers of Toronto strive to keep our employees safe, especially in emergencies. In accordance with the Ontario's Accessibility Employment Standard, any employees with disabilities will be provided individualized emergency response information.

This includes making our emergency information accessible, and/or developing a plan to help any employee with a disability during an emergency.

The Basilian Fathers of Toronto will:

- Inform employees that individualized emergency response information is available
- Provide individualized emergency response information to the employee
- Get the employee's consent, then share this information with the people designated to help them in an emergency
- Review the employee's emergency response information when:
 - the employee changes work locations
 - we review the employees' overall accommodation needs
 - we review our organization's general emergency response policies.



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Appendix D: Individual Accommodation Plan

The Basilian Fathers of Toronto are committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

Recognize the need for Accommodation

Accommodation can be:

- requested by the employee
- identified by the employee's manager or hiring manager

Gather relevant information and assess individual needs

The employee is an active participant in this step.

Information will be collected on the employee's functional abilities, not the nature of the employee's disability. The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be discussed with individuals who need it to perform the accommodation process.

The employee and his/her manager will work together to find the most appropriate accommodation. A medical or other expert may be engaged (at the company's expense) to help determine if/how the employees' needs can be accommodated. The employee may ask a workplace representative to participate in the process.

Write an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

Implement, monitor and update the plan

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee and the manager will reassess the situation (step 2) and update the plan.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes



The Basilian Fathers of Toronto

Accessibility Standards for Customer Service

Appendix E: Training Policy

Under the Accessibility for *Ontarians with Disabilities Act, 2005* (AODA) every obligated organization must ensure that training is provided on the requirements of the accessibility standards referred to in the AODA and on the Ontario Human Rights Code.

The Basilian Fathers of Toronto are committed to training the following individuals on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities:

- all employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
- anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners)
- anyone who provides goods, services or facilities to customers on your organization's behalf (such as external contact centres or facilities management companies)

The Basilian Fathers will provide training as soon as possible after an employee or volunteer joins our organization. Training will be provided in a way that best suits the duties of employees, and other staff members.

As a non-profit organization with less than 50 employees The Basilian Fathers will provide the following training:

- Accessible customer service training via online training module
- Human Rights Code training via online training module
- Provide other accessibility training on work relevant to staff duties

Information and Communication Standards, Employment Standards, Design of Public Spaces Standards, and Transportation Standards.