The Kidney Foundation of Canada
Accessibility Policy

Statement of Commitment

The Kidney Foundation of 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.

The Kidney Foundation of Canada is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Kidney Foundation of 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.

The Kidney Foundation of Canada 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.

Definitions (from Accessibility for Ontarians with Disabilities Act, 2005)
"barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; ("obstacle")

"disability" means,

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
(b) a condition of mental impairment or a developmental disability,
(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
(d) a mental disorder, or
(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

"guide dog" means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*; ("chien-guide")

"guide dog" means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations. ("chien d'aveugle") R.S.O. 1990, c. B.7, s. 1 (1).

"service animal" means an animal described in subsection (4); ("animal d'assistance")

In Canada, service dogs are defined in section 1(1) of the Accessible Transportation for Persons with Disabilities Regulations.

These regulations define a service dog as "individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability."

Service dogs perform many tasks to support people with disabilities. Examples include:

- guiding a person who has a visual impairment;
- alerting a hearing-impaired person to the presence of people or sounds such as an alarm or telephone;
- pulling a wheelchair;
- alerting a person to specific physical changes that may occur before a seizure; and
- assisting a person with post-traumatic stress disorder.

"**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 or medical needs or with access to goods, services or facilities. ("personne de soutien"). O. Reg. 165/16, s. 16.

Training

We are committed to training all staff and volunteers in accessible customer 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:

a) all persons who participate in developing the organization's policies; and
b) all other persons who provide goods, services, or facilities on behalf of the organization

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, services, or facilities.

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, services, or 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.

Definition of assistive devices

Assistive aids and devices are used to replace, compensate for, or improve the functional abilities of people with disabilities. They include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices. (Ministry of Children, Community and Social Services, July 2023)

For example: open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer/stakeholder with an oxygen tank may involve ensuring the customer/stakeholder is in a location that would be considered safe for both the customer/stakeholder and the organization. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer/stakeholder.

Communication

We communicate with people with disabilities in ways that take into account their disability. We will work with people with disabilities 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 the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for 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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services, or facilities.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) The Kidney Foundation will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling, or storing of animals or parts of animals.

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold, or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold, or offered for sale. However, other types of service animals are not included in this exception.

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 pitbulls) 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.

Support Person

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

If a customer is accessing our goods, services or facilities, a fee/fare will not be charged for support persons.

In certain cases, **The Kidney Foundation of Canada** 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 Foundation 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

If **The Kidney Foundation of Canada** determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Foundaiton 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.

The **best method of notification** will be made publicly available **in one or more of** the following ways:

a. Posting a "disruption of service notification" on the front door of the building/office (or in another accessible area).
b. Posting a notification in the vicinity of the disruption.
c. Posting a notification on the Foundation's web site.
d. Phoning customers/stakeholders as appropriate.
e. Leaving a message on the main phone line.
f. Using any other means that are reasonable under the circumstances to advise customers/stakeholders.

Feedback Process

The Kidney Foundation of 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:

- **On our website at www.kidney.ca/Accessibility**
- **By request at our offices**
- **By email request to ontario.accessibility@kidney.ca**
- **By calling The Kidney Foundation at 1.800.387.4474 ext 4972**

All feedback, including complaints, will be handled by the Office Manager. Customers can expect to hear back in **a timely fashion**.

The Kidney Foundation of 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
The Kidney Foundation of Canada notifies the public that documents related to accessible customer service, are available upon request by posting a notice **on the Kidney Foundation website.**

The Kidney Foundation of 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
The Kidney Foundation of Canada will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications
The Kidney Foundation of Canada has 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:

a) in a timely manner, taking into account the person's accessibility needs due to disability; and
b) at a cost that is no more than the regular cost charged to other persons.

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 notify the public about the availability of accessible formats and communication supports on the Kidney Foundation of Canada website.

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
The Kidney Foundation of Canada notifies 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:

a) information that is needed in order to perform the employee's job; and
b) 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:

a) when the employee moves to a different location in the organization;
b) when the employee's overall accommodations needs or plans are reviewed; and
c) when the employer reviews its general emergency response policies.

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

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

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