

**CANADIAN HEALTH SERVICES RESEARCH CHSRF  
GOVERNANCE POLICIES**

<b>Subject:</b> Accessibility for Ontarians with Disabilities	<b>Policy No.:</b> GP-
<b>Category:</b> Human Resources	<b>Approved:</b> September 29, 2011
<b>Authority:</b> President	<b>Last Amended:</b> January 23, 2012
<b>Reviewed by:</b> President	<b>Next Review:</b> January 1, 2014

Preamble

In accordance with by-law number 4 of the corporation, the board of trustees has appointed a President who has general charge of the business affairs of the Canadian Health Services Research Foundation (CHSRF), is responsible for the overall day to day management of CHSRF, and has such authority as prescribed by the board at the time of said appointment.

Accordingly, a policy has been developed to provide direction with regards to the responsibilities of employees, volunteers and others who deal with the public or other third parties in Ontario on behalf of CHSRF in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) (2005).

1. Policy

CHSRF is supportive of the goal to make Ontario accessible by 2025 and therefore will ensure compliance with the AODA is achieved through the established objectives outlined below.

2. Objectives

- 2.1 To give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same level of service, in the same place and in a similar way as others.
- 2.2 To provide its goods and services in a way that respects the dignity and independence of people with disabilities.

### 3. Definition

3.1 In this Act, 'disability' means,

3.1.1 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 coordination, 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,

3.1.2 A condition of mental impairment or a developmental disability,

3.1.3 A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

3.1.4 A mental disorder, or

3.1.5 An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

3.2 In this Act, 'service animal' means,

3.2.1 Any animal that is used by a person with a disability for reasons relating to his or her disability, or

3.2.2 If it is not readily apparent that the animal satisfied (a), any animal for which a person with a disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

### 4. Communication

4.1 CHSRF is committed to communicating with people with disabilities in a manner that takes into account their disability. CHSRF will make best efforts to communicate with people with disabilities in the format that is most suitable for each individual, such as by telephone, email or regular mail, or in person.

5. Assistive Devices

5.1 CHSRF is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its goods and services. CHSRF will strive to accommodate people with disabilities who use assistive devices and to offer alternative service methods in order to ensure equal access to its goods and services.

6. Support Persons and Use of Service Animals

6.1 Some people with disabilities rely on support persons for certain assistance. Persons with a disability will be allowed to be accompanied by his or her support person while at CHSRF. The support person must agree to follow our workplace guidelines on confidentiality as outlined in our Code of Conduct while assisting the person with a disability secure the required goods or services. Where admission fees are charged for an event, such as a seminar, CHSRF will provide notice ahead of time on what admission fee, if any, will be charged for a support person who accompanies a person with a disability.

6.2 Any person with a disability who is accompanied by a service animal will be allowed to enter the parts of CHSRF's premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law from the premises in which case CHSRF will use all other available measures to ensure that the person with a disability is able to obtain, use or benefit from CHSRF's goods and services. The service animal is to accompany the person at all times.

7. Notice of Temporary Disruption in Service

7.1 In the event that there is a planned or unexpected disruption to a particular facility or service used to allow a person with a disability to access CHSRF's goods and services, CHSRF will post a notice as soon as practicable in a conspicuous place on the premises of the affected building or by other reasonable methods in the circumstances (such as on its website), to identify the reason for the disruption, its anticipated duration and a description of alternative services, if available.

8. Training for Staff

8.1 CHSRF will ensure that all individuals, including staff, volunteers and agents, who deal with the public or other third parties in Ontario on CHSRF's behalf, as well as all individuals who are involved in the development and approval of customer service policies, practices and

procedures, receive the training required by the customer service standard. This training will be completed by January 1, 2012, and thereafter during orientation for new hires or volunteers and on an ongoing basis with respect to any changes to policies, practices and procedures governing the provision of services to people with disabilities.

8.2 The training will include, but not limited to, the following:

- 8.2.1 An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard,
- 8.2.2 CHSRF's accessible customer service Policy,
- 8.2.3 How to interact and communicate with people with various types of disabilities,
- 8.2.4 How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person,
- 8.2.5 How to use any equipment or devices available on CHSRF premises that may help with the provision of goods or services to a person with a disability, and
- 8.2.6 What to do if a person with a disability is having difficulty in accessing CHSRF's goods and services.

The Human Resources unit will ensure training records are maintained, including the trainers, positions, and individuals receiving training, and the dates training was provided.

9. Feedback Process

- 9.1 CHSRF expects to provide our services in a way so that those with a disability may still gain access. Feedback on the success/challenge of this is encouraged and can be made by contacting CHSRF as follows:

Canadian Health Services Research Foundation  
c/o Accessibility  
1565 Carling Avenue, Suite 700  
Ottawa, Ontario K1Z 8R1  
Tel: 613-728-2238  
Fax: 613-728-3537  
Email: [accessibility@chsr.ca](mailto:accessibility@chsr.ca)  
Website: [www.chsr.ca](http://www.chsr.ca)

- 9.2 All feedback will be directed to the Vice-President, Corporate Services for response within 10 business days.

10. Documentation

10.1 Documentation regarding accessibility at CHSRF, such as, but not limited to, the feedback process, the policy, and any accessibility report, if appropriate, will be maintained on the CHSRF web site and provided to individuals, upon request, in the appropriate format.

11. Reporting

11.1 Online reporting of compliance with the customer service standard will be submitted annually to Access Ontario by the Vice-President, Corporate Services.

12. Accountabilities and Responsibilities

12.1 The Senior Management Team (SMT) is responsible for the following:

- Sets and implements the overall corporate administrative policy and program direction;
- Monitors and ensures consistency in the application of the policy across CHSRF;
- Reviews and approves recommendations arising from the feedback received on the policy;
- Maintains and reviews the policy annually; and
- Receives and reviews all feedback related to customer service accessibility and ensures appropriate follow-up with those providing feedback.

12.2 Directors are responsible for the following:

- Oversee the consistent application of the policy and the related processes within the department or branch and with third-party service providers;
- Foster an environment that reflects the purpose of the policy.

12.3 Managers and Supervisors are responsible for the following:

- Foster an environment that supports the purpose of the policy; and
- Work in compliance with the policy and related processes.

12.4 The Human Resources Officer coordinates or administers mandatory training for employees on accessibility standards for customer service, including tracking of training provided.

12.5 The Vice-President, Corporate Services coordinates assessments of the impact of the applicable legislation on CHSRF services and service delivery and coordinates the preparation of the documentation as required by the applicable legislation.

12.6 Employees, volunteers, and third-party contractors must:

- Work in compliance with the policy and related processes; and
- Attend training and education sessions on accessible customer service as required.