

Policy Number: HR-06	Effective Date: December 1, 2022
Approved by: President	Date of Most Recent Approval: December 1, 2023
Revision Date (s):	Contact Department: Human Resources
Position Responsible for Developing and Maintaining the policy: COS, DCOS, HR	

1.0 POLICY STATEMENT

At SEIU Healthcare, the experience of our employees and members is paramount, and we are each accountable to work together to achieve our organizational mission and live our values.

SEIU Healthcare 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 by meeting our accessibility requirements under Ontario’s accessibility laws.

2.0 COMPLIANCE

This policy is in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 “Accessibility Standards for Customer service.”

3.0 COMMITMENT

Communication: When communicating with Persons with Disability, SEIU Healthcare officers and employees will communicate in a manner that takes into account the persons’ disability and takes reasonable effort to ensure that the person with the disability understands the content of the communication.

SEIU Healthcare will ensure that inclusive methods of communications are made available to persons who have disabilities and ensure that they are adapted, where possible, to consider a person’s disability.

Assistive Device: Persons with disabilities have the right to always use their own assistive devices, to obtain, use or benefit from SEIU Healthcare services. It is the responsibility of persons with disabilities to ensure that their assistive devices are operated in a safe and controlled manner. In exceptional circumstance, where the person with disability must be separated from their assistive device, SEIU Healthcare will, in

consultation with the person with disability, arrange for alternate support to ensure timely and quality provision of the services, program and opportunities being sought.

In cases where assistive devices are provided by SEIU Healthcare, we will ensure that our staff is trained and familiar with any assistive devices we have on site or that we provide that may be used by people with disabilities while accessing our services.

Use of Service Animals: If a person with a disability is accompanied by a guide dog or other service animal, SEIU Healthcare will ensure that the person is permitted to enter the premises with the animal and to keep the animal with them unless the animal is otherwise excluded by law from the premises or where the animal pose a threat to the health and safety of another.

In the event that the service animal is excluded from the premises, SEIU Healthcare will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our services.

It is the responsibility of the person with disability to ensure that their service animal is under control at all times.

Use of Support Persons: If a person with a disability is accompanied by a support person, SEIU Healthcare will ensure that the person with a disability is not prevented from having access to the support person while on the premises or during an SEIU event.

SEIU Healthcare may require a person with a disability to be accompanied by a support person when on the premises or at an SEIU event, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Notice of Temporary Disruptions: Where there is a temporary disruption in the facilities or services of SEIU Healthcare used by persons with disabilities, whether in whole or in part, SEIU Healthcare will make every reasonable effort to ensure that the employees, members, and 3rd party stakeholders will be notified in a timely fashion and in an accessible manner unless in cases of emergency where advance notice is not possible. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice will be posted at a conspicuous place on SEIU Healthcare premises or events, at the entrance, elevators and in cases that may require it, it will be posted on our website and/or by such other method as is reasonable in the circumstances.

Training for Staff: SEIU Healthcare will provide trainings on the Accessibility for Ontarians with Disabilities Act (AODA) Policy. The beneficiaries of this training will include any person who deals with members of the public or other third parties on behalf of SEIU

Healthcare and cover persons involved in the development of policies, plans, practices and procedures related to the provision of our services.

The training must include the following:

- a) A review of the purposes of the AODA and the requirements of the Customer Services Standard Regulation and instruction about the following matters:
- b) How to interact and communicate with persons with various types of disability.
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- d) How to use equipment or devices available on SEIU Healthcare premises or otherwise provided by SEIU Healthcare that may help with the provision of services to a person with a disability.
- e) What to do if a person with a particular type of disability is having difficulty accessing SEIU Healthcare services.

This training will be provided to each person as soon as practicable after they have been assigned their applicable duties for instance, a new employee upon hire. The training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of services to persons with type of disabilities.

Feedback Process for SEIU Healthcare Services: SEIU Healthcare will establish a process for receiving and responding to feedback about how it provides services to persons with disabilities and shall make information about the process readily available in an accessible format that takes into account the communication needs of persons with disability.

Persons who have information or concerns about the application of this policy can complete our **Online Feedback Form** to be submitted electronically to the HR Department or direct concerns to mrc@seiuhealthcare.ca or contact **(905) 695-1767**. Any concerns or complaints received will be sent to, reviewed, and treated by the appropriate person according to our complaint procedure in a timely, efficient, and respectful manner. You can also mail your feedback to us. Our mailing address is **SEIU Healthcare, 125 Mural Street, Richmond Hill, Ontario, L4B 1M4**.

Notice of availability: Our Accessibility policy can be found on our website and will be provided in an accessible format upon request to hr@seiuhealthcare.ca. Our Accessibility Plan is publicly available at <https://seiuhealthcare.ca/accessibility-plan/>

Modifications to this or other policies: All SEIU Healthcare policies are designed to respect the dignity of persons and promote the principles of independence and inclusion for persons with disabilities. Any policy, practice, or procedure of SEIU Healthcare that does not conform to this general principle will be modified or removed.