

The Accessibility for Ontarians with Disabilities Act (AODA) Member Service Standard

The Canadian Tax Foundation (CTF) supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This policy is intended to meet the requirements of the Accessibility Standards for Member Service, Ontario Regulation 429/07 under the AODA as it applies to the provision of goods and services to the public, and is intended to benefit the full range of persons with disabilities as defined in the Ontario Human Rights Code.

The provision of goods and services by CTF will follow the principles of dignity, independence, integration and equal opportunity, and all members will be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with CTF.

Our Mission

The Canadian Tax Foundation is Canada's leading source of insight on tax issues. The Foundation promotes understanding of the Canadian tax system through analysis, research, and debate, and provides perspective and impartial recommendations concerning its equity, efficiency, and application.

CTF engages in public activities such as conferences, networking events and educational programs.

CTF strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. CTF is committed to ensuring that members with disabilities receive accessible goods and services of the same quality and with the same timeliness as others do.

Scope

1. This policy applies to the provision of goods and services at premises occupied by CTF and at the site of events held by CTF.
2. This policy applies to employees, volunteers, or others who deal with the public or other third parties who act on behalf of CTF, including when the provision of goods and services occurs off the premises of CTF such as at a course, seminar or event.
3. The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises occupied by CTF.

Core Principles

We endeavour to ensure that the policy and related practices and procedures are consistent with the following four (4) core principles:

Dignity - members with a disability must be treated as valued members as deserving of service as any other member.

Equality of Opportunity - members with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

Integration - Wherever possible, members with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other member. In circumstances where integration does not serve the needs of the member with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the member's individual needs.

Independence – Goods and services must be provided in a way that respects the independence of members with a disability. To this end, we will always be willing to assist a member with a disability but will not do so without the express permission of the member.

Definition of Terms

“Accessibility Report” means the report section 14 of the AODA requires CTF to file.

“Assistive Device” means any device that is designed, made, or adapted to assist a person perform a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheel chairs.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Disability” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plans established under the *Workplace Safety and Insurance Act, 1997*.

“Member” means members, non-members and other individuals who interact with the CTF.

“Service Animal” means an animal that has been trained to perform tasks that assist people with disabilities and includes any animal

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person” means in relation to a person with a disability, another person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

Who This Policy Applies To

This Policy applies to all employees, contractors and agents of CTF, whether such employees, contractors or agents are engaged on a full-time, part-time, temporary, casual, or reduced work arrangement.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CTF.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access to CTF's goods and services.

CTF will ensure that staff know how to use assistive devices available in its location, if any, and will inform members of the assistive devices that are available.

Service Animals and Support Persons

Persons with disabilities may bring their service animal into areas of CTF's premises that are open to the public. CTF will ensure that all staff and volunteers dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on CTF's premises.

On rare occasions, a manager may determine that a support person is needed, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, managers will suggest appropriate alternatives and provide assistance.

CTF will waive admission fees for support persons attending events. This policy will be posted on the CTF website and made available at locations where fees are collected.

When support persons are required for CTF events (e.g., sign language interpreters, real-time captioners, attendants) arrangements for these support persons will be made (upon request) by CTF. Payment for these support persons will be made by the person requiring the support person's services.

In situations where confidential information might be discussed in the presence of a support person, consent will be obtained from the member prior to any such conversation and a Non-Disclosure Agreement may be required to be signed by the support person.

Communication

CTF will communicate with persons with disabilities in ways that take into account their disability and enables persons with disabilities to communicate effectively for purposes of requesting, receiving and using CTF goods, services and facilities.

CTF will train staff who communicate with members on how to interact and communicate with persons with various types of disabilities.

Feedback

Feedback Process

CTF is committed to meeting the requirements of the Standard. Comments regarding how well member expectations are being met are welcomed and appreciated.

Feedback Delivery Channels

Members may provide feedback on the manner in which CTF provides our services to members with disabilities. Feedback may be delivered through the following channels:

- Electronically, by visiting our website at www.ctf.ca.
- By email, to dselley@ctf.ca
- In writing, by sending feedback to:
CTF AODA Feedback
595 Bay Street, Suite 1200
Toronto, ON M5G 2N5
- In person, by visiting CTF's Toronto office and hand delivering feedback in writing to the reception area.

Additionally, a member may request for their CTF contact to submit feedback on their behalf.

Responding to Feedback

CTF's AODA representative will respond to all feedback received as soon as practicable, and acknowledge receipt of the feedback within ten (10) business days of receipt. A reply will be provided in the format requested by the member, by email, phone or in writing. The response will contain an acknowledgement of the receipt of the member's feedback, and outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of the AODA Member Service standard policies and procedures.

Service Disruptions

CTF will provide members with notice, in advance when possible, in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the goods or services that are affected, the reason for the disruption, how long the disruption is expected to last (if known), and a description of any alternative facilities or services available (if any).

The notice will be placed at all public entrances and service counters on CTF's premises. Depending on the nature of the disruption, notice will also be provided by outgoing telephone and the CTF website.

This notice will be provided in accessible formats.

Training

Staff will be trained, as appropriate, on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. New staff and staff who commence new duties that involve interaction with the public will undertake training as part of their orientation, if they haven't already done so. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

CTF will provide staff with training that includes:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Member Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons 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 the premises, if any, that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing CTF goods and services; and
- CTF policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

CTF will ensure that organizations providing services on behalf of CTF have undertaken accessible Member service, as outlined above. CTF will keep a record of training that includes the dates training was provided and the employees who received training.

Modifications

CTF is committed to ensuring that its member service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. No changes will be made to this policy before considering the impact on persons with disabilities.

Any CTF policy or procedure affecting member service that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or revoked.

The policy and its related procedures will be reviewed as required in the event of legislative changes.

Questions

This policy exists to achieve service excellence to members with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

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