



# AODA Integrated Accessibility Standards Regulation (IASR) Policy and Accessibility Plan

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## Statement of Commitment

The Canadian Red Cross Society (the Society) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting all applicable accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Training

The Canadian Red Cross Society is committed to training personnel who work in Ontario on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of personnel.

### Action Taken

Employees and volunteers have received training on the Accessibility Standards for Customer Service Regulation. Training will be provided to all staff and volunteers on accessibility laws and the Human Rights Code as it relates to people with disabilities.

## Information and Communications

The Canadian Red Cross Society is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency and safety information.

### Action Taken

Upon request of personnel with a disability, the Society will consult with the personnel to provide or arrange for the provision of accessible formats and communication supports for information needed to perform their job and any information that is generally available to all personnel within a reasonable timeframe.

The Society will ensure existing feedback processes are accessible to people with disabilities upon request.

The Society's website currently conforms to WCAG 2.0, Level A.

The Society will ensure our website and content conform with WCAG 2.0, Level AA by January 1, 2021.

## **Employment**

The Canadian Red Cross Society is committed to fair and accessible employment practices.

We will notify the public and personnel that we will accommodate disabilities during recruitment and assessment processes and when personnel are hired when requested.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any personnel who have a disability.

Our performance management, career development, re-assignment and return-to-work processes will take into account the accessibility needs of personnel with disabilities.

### **Action Taken**

The Society will continue to take into account the accessibility needs of personnel with disabilities in order to manage modified and return to work processes as required.

## **Transportation**

All transportation services which operate within the Society shall follow the principles of dignity, independence, integration and equal opportunity.

### **Action Taken**

The Society has developed standard operating procedures which address the requirements for specialized service providers.

## **Design of Public Spaces**

The Canadian Red Cross Society will meet the Accessibility Standards for the Design of Public Spaces when required.

In the event of building or making major modifications to public spaces, the Society will meet all provincially required accessibility standards.

In the event of a service disruption, the Society will take all reasonable steps to notify our personnel and members of the public who are likely to be impacted by the service disruption and provide alternatives available.

## **Modifications to this or other policies**

The Society has an on-going commitment to ensure through regular review and revision that all its policies and procedures promote the dignity and independence of people with disabilities. Any of our policies and its related procedures will be reviewed as required in the event of legislative changes.

## **For More Information**

For more information on this policy, please contact us at:

The Canadian Red Cross Society  
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***Accessible formats of this document are available free upon request.***