

# **PAOC Policy on Providing Accessibility for Ontarians with Disabilities**

*(April 2021)*

The Pentecostal Assemblies of Canada (PAOC) strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Whether a person's disability is apparent or not, the PAOC believes that everyone should be treated with courtesy and respect.

This Policy has been prepared, and will be reviewed at least every five years, to ensure compliance with the requirements of the AODA Customer Service Standard and to articulate what people may expect from the PAOC with regards to this standard.

## **1. Access to our building**

The PAOC head office building, located at 2450 Milltower Court in Mississauga, Ontario is accessible to all persons, having the following accommodations in place:

### **1.1 Parking**

Three parking spaces are specifically allocated to persons with physical disabilities. These spaces are located close to our front entrance and are clearly identifiable.

### **1.2 Front Door Access**

Our front door has handicapped door openers and a ramp that is wheelchair friendly.

### **1.3 Second Floor Access**

Our handicapped elevator is available for those who need to use it and is kept in good working repair. A key to the handicapped elevator is always available at Reception. The receptionist will ask the disabled person if they would like assistance operating the elevator. If they do require assistance, the receptionist will contact an administrative assistant to come down to the reception area.

### **1.4 Accessible washrooms**

Handicapped washrooms are available on both the first and second floors of our building. These washrooms are equipped with handrails and counters and sinks at heights that accommodate a wheelchair.

## **2. Assistive Devices**

The PAOC is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services. The PAOC will ensure that our employees and

volunteers know how to use assistive devices available in providing goods and services and inform the public that these devices are available.

### **3. Use of Service Animals**

The PAOC is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

The PAOC will ensure that all staff and volunteers who deal with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

### **4. Support Persons**

The PAOC is also committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability, who needs the assistance of a support person, be prevented from having access to his/her support person while on our premises.

### **5. Communication**

The PAOC will communicate with persons with disabilities in ways that take into account their disability. We will train all staff and volunteers on how to interact and communicate with persons with various types of disabilities.

#### 5.1 Telephone Services

The PAOC will train staff and volunteers to communicate over the telephone clearly and concisely using plain and easily understandable language. We will make staff & volunteers familiar with telephone technologies intended for people with disabilities. We will also offer to communicate with people by regular mail or email if telephone communication is not suitable to their needs.

#### 5.2 Forms, Documents & Publications

The PAOC will endeavor to make all forms, documents, and publications available in alternative formats. Such requests can be made:

- a) In person or by regular mail addressed to: AODA – Fellowship Services  
The Pentecostal Assemblies of Canada  
2450 Milltower Court  
Mississauga, ON L5N 5Z6
- b) By telephone at: **905-542-7400** or toll free **1-800-779-7262**, and requesting ext. 3235, or **TTY: 800-855-0511**
- c) By email to: [info@paoc.org](mailto:info@paoc.org)

Requests for documentation in alternative formats will be forwarded to the department involved in the production of such documentation. Each department will assign a person who will respond to the request in a timely manner and provide the information requested.

### 5.3 Web Site

The PAOC has a link on our home web page that is easy to find, which allows people to access our AODA policy, practices, and procedures.

Within this link, there is provision for:

- a) A request for documentation in an alternative format.
- b) An email contact, phone, mail address as to where to send feedback.

All content placed on our web site will be reviewed on an ongoing basis to ensure compliance with the WCAG 2.0 Level AA.

## 6. **Notice of Temporary Disruption**

The PAOC will provide a public notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Such notice will include the reasons for the disruption and the expected duration.

The notice will be placed on our web site and at our front entrance.

## 7. **Employment**

The PAOC strives to engage in accessible employment practices that allow persons with disabilities to take part in all aspects of the employment cycle, from recruitment and selection to employment and development.

### 7.1 Job Postings

The PAOC welcomes and encourages applications from persons with disabilities. Job postings will make mention that accommodations will be made available upon request for candidates taking part in all aspects of the selection process, including interviews.

### 7.2 The Hiring Process

If a successful candidate requires accommodation to perform his/her job, the individual will be invited to discuss their specific needs with their manager/supervisor and PAOC's HR representative prior to their employment start date.

A personalized Accommodation Plan will be put in writing and kept in the employee's personnel file.

The privacy of the successful candidate, with regards to their disability, will be respected at all times.

### 7.3 Accommodation Plan Specifics

A specific accommodation plan will be prepared, and a copy given to the employee, and in an accessible format if requested. The accommodation plan will include:

- a) Any necessary adjustments to a physical workspace and/or specific supports necessary to enable the individual to complete their assigned work duties in a timely manner.
- b) Specific Emergency procedures, if needed, as noted below.
- c) Details as to how often the plan will be reviewed by the employee, their manager and PAOC's HR representative.

### 7.4 Workplace Information

Workplace information will be provided in an accessible format if an employee requests it. This includes:

- a) All information that the employee needs to perform their job.
- b) All general information that is normally provided to employees.

### 7.5 Emergency Information

Specific emergency procedures will be developed and discussed with the employee. This includes:

- a) Review of accommodations needed should any of the emergencies mentioned in the Office Emergency Planning Policy arise.
- b) Review of accommodations needed in case of a fire alarm.

### 7.6 Performance Reviews

Any formal or informal performance reviews will incorporate any specific accommodations that are needed by the employee.

The performance review will include discussion of the current accommodation plan and allow input from the employee as to whether any adjustments to the plan are necessary.

Feedback and coaching will be presented in a manner that is accessible to the employee.

Every effort will be made to ensure the individual is provided with all they need to successfully learn new skills and/or take on more responsibilities.

### 7.7 Return to Work Process

The PAOC will strive to support and encourage the return to work of any employee whose absence from work relates to a disability issue.

Any disability-related accommodations needed will be discussed with the employee and a written plan developed prior to the return-to-work date.

## **8. Training**

### 8.1 Training for Current Staff & Volunteers

- a) The PAOC will provide training to all employees, both full-time and part-time, as well as any volunteers who work at our head office and deal with the public or other third parties on their behalf.
- b) We will also provide training for those involved in the development and approvals of policies, practices, and procedures to accommodate persons with disabilities.
- c) All such training will be documented.
- d) Training will be provided on an ongoing basis and whenever changes are made to relevant policies, practices, and procedures.

## 8.2 Proposed Training Dates

All current staff and volunteers will be requested to attend compulsory training on one of the following dates:

Date: (To be determined by PAOC)

Date:

Date:

## 8.3 Training for New Hires

Training for any new hires will be provided within a month of their start date.

It will include the following online training:

- a) Customer Service Standard, provided by Access Forward.
- b) Information and Communications Standard, provided by Access Forward.
- c) "Working Together: The Code and the AODA", provided by the Ontario Human Rights Commission.

## 8.4 Content of Training

Training provided by the PAOC will include discussion of:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for Phase One, the Customer Service Standard; and Phase Two, the Integrated Accessibility Regulation.
- b) Education on the various types of disabilities.
- c) How to interact and communicate with people with various types of disabilities.
- d) Acceptable and non-acceptable terms.
- e) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- f) Modifications that will be made to forms and documents, if requested by persons with disabilities.
- g) Modifications that have been made to our website.
- h) Our feedback policy.
- i) An opportunity for a question-and-answer period.

## 9. Feedback Process

The PAOC welcomes feedback on our accessibility services. Comments on how well the PAOC is doing in accommodating persons with disabilities can be submitted to The Fellowship Services Department.

- a) In person or by regular mail addressed to: AODA – Fellowship Services  
The Pentecostal Assemblies of Canada  
2450 Milltower Court  
Mississauga, ON L5N 5Z6
- b) By telephone at: **905-542-7400**, or toll free **1-800-779-7262**, and requesting ext. 3235.
- c) TTY: **800-855-0511**
- d) By email to: [info@paoc.org](mailto:info@paoc.org)

All feedback will be respected as private. It will be reviewed for possible action that can be taken to improve our current policy, practices, and procedures. All those who submit feedback can expect to hear back within **ten** business days of our receipt of the feedback. Feedback will be in a format that is accessible to the complainant.