IISD AODA Accessibility Policy

Purpose

IISD 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

IISD is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

IISD understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

Persons Affected
All IISD employees, visitors, contractors, and the Board.

1. Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

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◯ **IISD** COMPANY		Pol/01/222023		Richard Florizone
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In addition, we will train:

  a) all persons who participate in developing the organization's policies; and

  b) all other persons who provide services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards

- any policies related to the Customer Service Standards

- how to interact and communicate with people with various types of disabilities

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- what to do if a person with a disability is having difficulty accessing our organization's services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

2. Assistive Devices

People with disabilities may use their personal assistive devices when accessing our, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

IISD acknowledges that its Experimental Lakes Area field station may not be accessible to all people with disabilities, and is working on efforts to ensure better accessibility in the coming years.

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3. Communication

We communicate with people with disabilities in ways that take into account their disability. This may include posting information on our notice board in the staff room and circulating information electronically by email in accessible formats.

We will work with the person with disabilities to determine what method of communication works for them.

4. Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing, services, or facilities
- IISD acknowledges that its Experimental Lakes Area field station may not be accessible to all people with disabilities, and is working on efforts to ensure better accessibility in the coming years.

5. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, IISD might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

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Before making a decision, we will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify all stakeholders promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available on our notice board and/or circulating information electronically by email in accessible formats.

7. Feedback Process

IISD will consider the preferred method of communication with any individual wishing to submit feedback and endeavour to communicate in a fashion suitable to both parties.

All feedback will be treated confidentially. Stakeholders and clients may provide feedback by phone at 613-238-2296 (Ottawa), 613-238-2296 ext. 114 (Toronto), or 204-958-7700 (Winnipeg), by email at accessibility@iisd.ca and by mail or in person at any of our Canadian offices.

This information will be posted on the IISD website and available to everyone in a written format and provided in an accessible format when requested.

8. Notice of Availability of Documents

IISD notifies the public that documents related to accessible customer service, are available upon request

IISD will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support.

9.   Procurement

We incorporate accessibility criteria and features when procuring or acquiring services or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

10.   Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

a) in a timely manner, taking into account the person's accessibility needs due to disability; and

b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we will provide the requestor with:

a) an explanation as to why the information or communications are unconvertible; and

b) a summary of the unconvertible information or communications.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

11. Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are

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available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

a) information that is needed in order to perform the employee's job; and

b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

a) when the employee moves to a different location in the organization;

b) when the employee's overall accommodations needs or plans are reviewed; and

c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

12. Change to Existing Policies

Any policies of IISD that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

Approved By:

Richard Florizone
President and CEO
IISD

Revision History

Revision #	What was changed	Why was it changed	Date/approved by
1.0			
1.1			