

# Niwasa Kendaaswin Teg Accessibility Policy

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## Introduction

Niwasa Kendaaswin Teg is committed to excellence in serving our clients including people with disabilities. This policy aims to ensure accessibility and equal opportunity for all, in line with the Accessibility for Ontarians with Disabilities Act and its standards.

## Scope

This policy applies to all employees, volunteers, and others who deal with the public on behalf of Niwasa Kendaaswin Teg, as well as those involved in developing our policies, practices, and procedures.

## Alignment with Mission and Vision

This Accessibility Policy is a reflection and extension of Niwasa Kendaaswin Teg's core mission and vision. Our dedication to providing services and supports in safe spaces for Indigenous people is deeply interconnected with our commitment to accessibility. By ensuring our services are accessible to people with disabilities, we are upholding our mission to offer support that is rooted in our cultures and languages and accessible to all members of our community.

In line with our vision, this policy aids in creating a high-quality, holistic support environment that fosters Indigenous identity formation and a sense of belonging for everyone, regardless of ability. By embracing accessibility, we ensure that our programs and services are inclusive and respectful of the diverse needs within our community, reinforcing our vision of a space where everyone has an equal opportunity to participate, learn, and grow.

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Niwasa is committed to the following:

## Customer Service Standards

1. **Communication:** We will communicate with people with disabilities in ways that consider their disability. This includes providing information and communications in accessible formats upon request.
2. **Assistive Devices:** We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.
3. **Service Animals and Support Persons:** We welcome people with disabilities who are accompanied by a service animal or a support person. 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 our premises.
4. **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Niwasa Kendaaswin Teg will notify customers promptly.

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## Integrated Accessibility Standards

### 1. **General Requirements:**

- **Training:** Training will be provided to employees, volunteers, and others on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.
- **Accessible Emergency Information:** We are committed to providing our customers with publicly available emergency information in an accessible way upon request.

### 2. **Information and Communications Standards:**

- **Accessible Websites and Web Content:** Our websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.
- **Feedback Processes:** Our organization's processes for receiving and responding to feedback are accessible to people with disabilities.

### 3. **Employment Standards:**

- **Recruitment, Assessment, and Selection:** We notify employees and the public about the availability of accommodation for applicants with disabilities.
- **Accessible Formats and Communication Supports for Employees:** Upon request, we will provide or arrange for the provision of accessible formats and communication supports for employees with disabilities.

### 4. **Transportation Standards:** (If applicable)

- **Accessible Transportation Services:** Providing accessible transportation services that meet the needs of people with disabilities.

### 5. **Design of Public Spaces Standards:** (If applicable)

- **Meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.**

## AODA Training for Staff

Niwasa Kendaaswin Teg is committed to ensuring that all members of our team are trained on Ontario's Accessibility for Ontarians with Disabilities Act (AODA) and its relevant standards. This training will enable staff to provide the highest quality of service to all customers, including those with disabilities.

**Training Content:** The training program will cover:

1. The purpose of the AODA and the requirements of the Customer Service Standard.
2. How to interact and communicate with people with various types of disabilities.
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

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4. How to use equipment or devices available on our premises or otherwise provided by us that may help with the provision of goods, services, or facilities to people with disabilities.
5. What to do if a person with a disability is having difficulty accessing our goods, services, or facilities.

## **Training Schedule and Format:**

1. All staff, volunteers, and others who deal with the public or other third parties on our behalf, and those who participate in the development and approvals of customer service policies, practices, and procedures, are required to undergo training.
2. Training will be provided in a way that best suits the duties of the employees, volunteers, and other staff members.
3. New staff will be trained as soon as practicable after being hired.
4. Training will be provided on any changes to our policies, practices, and procedures governing the provision of goods, services, or facilities to people with disabilities.

**Record of Training:** Niwasa Kendaaswin Teg will keep a record of the training provided, including the dates when the training was provided and the number of individuals to whom it was provided.

## Feedback Process

Customers who wish to provide feedback on the way Niwasa Kendaaswin Teg provides goods, services, or facilities to people with disabilities can provide feedback in the following ways:

1. Email: [Email Address]
2. Phone: [Phone Number]
3. Mail: [Physical Address]
4. In-person: [Location]

All feedback will be directed to [Designated Department]. Customers can expect to hear back within [specific time].

## Modifications to This or Other Policies

Any policy of Niwasa Kendaaswin Teg that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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