

Accessibility Policy

Policy Sponsor: Senior Management & Human Resources.

Summary: Sets forth the principles for how Build Toronto Inc. provides services and otherwise interacts with people with disabilities.

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1. COMMITMENT TO SERVICE FOR PEOPLE WITH DISABILITIES

Build Toronto strives at all times to present its premises and, where applicable, services in a way that respects the dignity and independence of people with disabilities. Build Toronto is committed to giving people with disabilities the same opportunity to access its premises and information and services in the same place and in a similar way as others.

2. PROVIDING SERVICES TO INDIVIDUALS WITH DISABILITIES

2.1 Communication

Build Toronto will communicate with the general public and invited guests of our office with disabilities in ways that take into account their disability and allow them to communicate effectively for the purpose of receiving and requesting Build Toronto's services.

Employees who provide frontline services to the general public and invited guests of our offices must be responsive to people's needs on a case by case basis. For example, Build Toronto staff will, on request, communicate with Individuals via teletypewriter (TTY), e-mail, or large-font communication.

2.2 Assistive Devices

Assistive devices include, for example, wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards and electronic communication devices.

The general public and invited guests of Build Toronto with a disability may use his or her own personal assistive device for accessing Build Toronto's services. When an individual meets with Build Toronto representatives or attends information sessions, the individual is welcome to attend with his/her personal assistive device. Build Toronto will make reasonable efforts to accommodate assistive devices. For example, when scheduling information sessions for the general public, etc and, where applicable, at off-site locations, Build Toronto will make reasonable efforts to hold the sessions at premises that are wheelchair accessible.

Where an individual's assistive device poses a health or safety risk to him/herself or others on Build Toronto's premises, he or she may be asked to use an alternative means for accessing services (and Build Toronto will work with the individual to find a reasonable alternative). It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

2.3 Service Animals

Individuals accompanied by service animals (e.g., guide dogs) are welcome to bring their service animals when meeting with Build Toronto employees, attending information sessions, or when visiting areas of Build Toronto that are open to the public for specific meetings.

However, service animals are not permitted if they are otherwise excluded by law, in which case Build Toronto will make all reasonable efforts to provide appropriate substitute services to the Individual. It is the responsibility of the Individual to ensure that his or her service animal is under his or her control at all times.

2.4 Support Persons

In general, all individuals are welcome to bring a friend or a family member with them when attending meetings or information sessions at or with Build Toronto. Similarly, individuals are welcome to bring their support persons (i.e., persons specifically assisting individuals in respect of a disability) with them when meeting with Build Toronto employees, attending public meetings, or when visiting areas of Build Toronto that are open to the public.

3. NOTICE OF TEMPORARY DISRUPTIONS

Notice will be provided for all planned and unplanned disruptions in Build Toronto's offices and services at www.buildtoronto.ca, and such disruptions will be scheduled so as to minimize any inconvenience to individuals. Notice of a planned disruption of telephone lines will be placed on Build Toronto's outgoing main switchboard message. Notice of any unexpected disruption in these services will be similarly provided as noted above, to the extent possible.

In the event of a disruption affecting the accessibility of public information sessions held at off-site locations, notice will be provided to attendees and Build Toronto will find reasonable alternatives for affected persons as needed on a case by case basis.

4. ACCESSIBILITY TRAINING

4.1 Employees

Build Toronto will provide accessibility training to all employees who deal with individuals or other third parties on its behalf. The type of training given will be targeted to the nature of the employee's interaction with third parties, for example, employees providing frontline services and those who participate in developing service policies, practices and procedures will receive more extensive training than other areas.

Training will include the following topics:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the individual service standard;
- 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 in accessing Build Toronto's premises or services;
- Build Toronto policies, practices and procedures relating to the individual service standard.

Training will be provided to new employees within three months of hire. Training will also be provided periodically in connection with changes to this policy, and its related practices and procedures.

4.2 Representatives of Build Toronto

Build Toronto will ensure that representatives of Build Toronto who are in the public domain acting on its behalf receive training in accordance with the Accessibility Standards for Customer Service regulations under the *Accessibility for Ontarians with Disabilities Act, 2005*.

5. FEEDBACK ABOUT THIS POLICY

Feedback on this policy and on Build Toronto's provision of services to individuals with disabilities may be provided in writing, by telephone, or by electronic communication directed to the Director, Human Resources & Administrative Services.

Feedback will be reviewed and any complaints will be addressed as soon as is practical. An acknowledgment of feedback will be issued within seven business days. The acknowledgment will indicate how and when the matter will be addressed. Build Toronto will follow up with any required action within the timeframe noted in the acknowledgement.

HISTORY

Effective Date:	January 1, 2012
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