

# Jack.org - Accessibility Policy

## 1. Scope

This Policy applies to all operations, employees, volunteers, and youth network members at Jack.org (“the Company”).

## 2. Purpose

This Policy is intended to comply with the principles and guidelines set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and designed to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* (IASR) as well as Jack.org’s accessibility and inclusion goals throughout its Canadian operations. This Policy and the responsibilities described in Section 5 apply to Jack.org’s national operations, with the goal of removing and preventing accessibility barriers for its customers, program and event participants, donors, and facility guests.

## 3. Statement of Commitment to Accessibility

Jack.org is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and all applicable accessibility and human rights legislation in areas of Jack.org operation throughout Canada. We are committed to providing accessible and inclusive programs, services, goods, information, and facilities, wherever possible. Jack.org strives to meet the principles of dignity, independence, integration, and equality of opportunity in all of our operations.

## 4. Definitions

The following terms are used in this Policy and have the following meanings:

**Accessible, Accessibility:** products, services, facilities or environments that can be accessed, used by, or understood by all persons, including those with disabilities

**Accessible or Alternate Formats:** include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

**Assistive Devices:** include any device used to assist persons with disabilities, such as:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility;

- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; or
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability

**Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

**Disability:** This policy uses the *AODA* and *Ontario Human Rights Code* definition of Disability, which defines a disability as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

**Information:** includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

**Kiosk:** an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products

**Public spaces:** As defined by the *AODA*, public spaces include:

- Recreational trails/beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking;
- Accessible on-street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas

**Service Animal:** An animal is a service animal for a person with a disability if: a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or

b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability:

- i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- ii. A member of the College of Chiropractors of Ontario.
- iii. A member of the College of Nurses of Ontario.
- iv. A member of the College of Occupational Therapists of Ontario.
- v. A member of the College of Optometrists of Ontario.
- vi. A member of the College of Physicians and Surgeons of Ontario.
- vii. A member of the College of Physiotherapists of Ontario.
- viii. A member of the College of Psychologists of Ontario.
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

**Support Person:** In relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or with access to goods, services or facilities.

**Web Content Accessibility Guidelines:** refers to the World Wide Web Consortium (W3C) recommendations entitled Web Content Accessibility Guidelines (WCAG)

## 5. Responsibilities

### **Training**

Jack.org will provide AODA and accessibility training to all employees and volunteers. This training will be provided during the initial onboarding period and when changes are made to the AODA or to the Company's accessibility policies or procedures. Jack.org will also ensure that those who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on the AODA and on Ontario Human Rights Code content that relates to persons with disabilities.

### **Information and Communication**

Jack.org will provide information about the Company and its services, including public safety information, in accessible formats or with communication supports, upon request. The Company will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements with any Internet content that it controls or manages.

**Accessible or Alternate Formats and Communication Supports** Upon request, Jack.org will provide or arrange for the provision of accessible or alternate formats and communication supports for persons with disabilities, in a timely manner and at no additional cost to the individual. The Company will take into account the person's accessibility needs when responding to individual requests.

In the event that Jack.org determines information or communications cannot be provided in the format requested, the Company will provide the individual making the request with an explanation. Jack.org will also provide a summary version of the information or communication requested.

### **Assistive Devices**

Jack.org is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Company's goods and services. Staff and volunteers will be trained on how to interact with persons with disabilities who use an assistive device.

### **Service Animals**

Jack.org is committed to welcoming persons with disabilities who are accompanied by a service animal on Company premises that are open to the public and other third parties. Company employees and volunteers will be trained on how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

If a service animal is excluded by law from the premises (for example, in an area where food is being prepared in a commercial kitchen), then Jack.org will make every effort to enable the person with a disability to access the Company's programs or services in an alternate manner.

## **Support Persons**

The Company is committed to welcoming persons with disabilities who are accompanied by a support person. Staff and volunteers will be trained on how to interact with persons with disabilities who require the assistance of a support person.

Any person with a disability who is accompanied by a support person will be allowed to access Jack.org premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises. Fees will not be charged for support persons for admission to the premises.

## **Notice of Temporary Disruption**

The Company will provide notice in the event of a planned or unexpected disruption in accessible services or accessible Ontario facilities usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The property manager for the Ontario facility in which Jack.org resides will post the notice at the location of the disruption of facilities or services and at the front entrance of the facility. For lengthy and planned disruptions, Jack.org will post a notice on its website at <https://jack.org/accessibility>. The Company will communicate details of the disruption to employees, volunteers, and the public in means that are appropriate to the service disruption.

## **Accessibility Feedback**

Feedback regarding accessibility to goods and services and the manner in which Jack.org employees and volunteers interact with others is welcome and appreciated. An accessibility feedback form is available upon request and on the Jack.org website at <https://jack.org/accessibility>. The Company will provide a response to accessibility feedback within five business days. Concerns will be addressed according to the Company's complaint management procedures and, if necessary, Jack.org will work with the author of the feedback to address and resolve complaints.

## **Establishment of Accessibility Policies and Plans**

Jack.org will create and maintain a Multi-year Accessibility Plan outlining its strategy to identify, prevent and remove barriers and to meet its requirements under the AODA. The Company will post its accessibility plans on its website at <https://jack.org/accessibility> and will provide the plan in an alternate format upon request. The Company will review and update its accessibility plan every five years, in consultation with members of its Health and Safety Committee, its youth network members, and other employees and volunteers interested in providing feedback during the review period.

## **Procuring or Acquiring Goods, Services, or Facilities, including Self-Serve Kiosks**

The Company will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks, except where it is not possible or practical to do so. If it is not possible and practical to incorporate accessibility criteria when procuring or acquiring goods, the Company will provide an explanation upon request.

## **Hiring (for applicants)**

Jack.org is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of people with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

*Jack.org is committed to building a diverse team through inclusive recruitment and selection. We welcome and encourage applications from individuals from the variety of backgrounds, perspectives, and communities that we seek to serve. If you require an accommodation during the selection process, please inform us as soon as possible at [accessibility@jack.org](mailto:accessibility@jack.org) and we will make every effort to fulfill your accommodation request.*

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

## **Workplace information (for employees)**

Jack.org maintains an Accessible Employment Policy and shares this Policy with all employees during the orientation period and on the Jack.org Intranet site. This Policy includes details regarding accessible employment policies and procedures at Jack.org.

Upon request by an employee, the Company will provide workplace information in an accessible or alternate format or offer communication supports when needed.

Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals); and
- General information that is available to all employees at work (for example, company newsletters, bulletins about company policies, and health and safety information).

The Company will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

Jack.org will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

The Company will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.

### **Design of Public Spaces**

When building or making major changes to public spaces of its Ontario-based facilities, the Company will ensure that accessible designs are incorporated wherever possible.

### **Communicate accessibility policies**

The Company will inform all employees about policies to support people with disabilities. Its Accessibility Policy will be reviewed with new employees when they are hired. If the Accessibility Policy is modified, all current employees, volunteers, and youth network members will be informed by Jack.org.

The current Jack.org Accessibility Policy, Multi-year Accessibility Plan, and other public accessibility policies and procedures are posted at <https://jack.org/accessibility>.

### **Changes to existing Company policies**

The Company will modify or remove any existing policies that do not respect and promote the dignity and independence of people with disabilities.

## **Learn more about accessibility at Jack.org**

If you have any questions or feedback, accommodation requests, or would like to request a copy of Jack.org accessibility policies in an alternate format, contact us at:

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Toronto, ON M5T 1R5  
Phone (HR Department) 416-425-2494 (ex: 1070)  
Email: [accessibility@jack.org](mailto:accessibility@jack.org)

<b>Effective Date:</b>	March 2021
<b>Date Last Reviewed:</b>	December 2023
<b>Scheduled Review Date:</b>	December 2028
<b>Approved by:</b>	Rowena Pinto, President and CEO