

Accessibility Policy of the C&MA

Policy Level: The C&MA
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Approved By: Lead Team
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Statement of Organizational Commitment:

The Christian and Missionary Alliance in Canada (C&MA) 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.

Training:

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

Information and Communications:

We will 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. All policies of the C&MA are publicly available and available in accessible format upon request.

The C&MA aims to create and maintain accessible web content in accordance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. It is our goal to provide users with the best possible experience on all our websites. Please contact webmaster@cmacan.org with any questions.

Personal Assistive Devices and Other Assistive Measures:

The C&MA permits the use of personal assistive devices and other assistive measures when accessing our services or participating in our programs. Such devices include, but are not limited to:

- Wheelchairs
- Walkers
- Oxygen tanks
- Magnification devices

Service Animals and Support Persons:

We welcome animals and support persons accompanying people with disabilities in all areas of our premises that are open to the public, with the exception of food preparation areas where animals are not permitted for health and safety reasons.

Support persons accompanying people with disabilities will not be charged an admission fee to attend any of C&MA's events. We will ensure that information for support persons is provided in advance of all programs wherever possible.

Disruptions in Service:

The C&MA will provide a notification of disruption for any location, technology, or method that a person with a disability must use in order for our goods or services to be accessible to them. This includes, but is not limited to, disruptions for online services and washroom facilities.

We will provide notice of all disruptions, including those that we did not expect. If we know ahead of time that a disruption will occur, we will provide notice a reasonable time in advance. When a disruption occurs unexpectedly, we will provide notice as soon as possible. The clearly posted notice will include:

- The reason for the disruption;
- The anticipated length of time of the disruption;
- A description of alternative facilities or services, if available.

Depending on the circumstances, the notice will either be e-mailed to members, posted on our website, and/or placed at the entrance to the location or service that is inaccessible.

Feedback Process:

Those who wish to provide feedback on C&MA's accessible customer service can email or phone our ministry at 416-674-7878 or info@cmaacan.org. Responses will be provided within 14 days.

Employment:

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

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

Design of Public Spaces:

We will meet accessibility laws when building or making major changes to public spaces. Some examples of public spaces include:

- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

Changes to Existing Policies:

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Accommodation:

The Christian & Missionary Alliance is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, the process in Appendix 1 will be followed.

Return to Work Process:

The C&MA has a documented process for supporting employees who return to work after being away for reasons related to their disabilities (see Appendix 3). This process will outline the steps that the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. The C&MA is committed to ensuring that the appropriate accommodations are in place for the employee to return to work, while understanding their capabilities and limitations.

APPENDIX 1

The Accommodation Process

The Christian & Missionary Alliance is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, the following process will be followed.

1. Step 1. Recognize the Need for Accommodation

The need for accommodation can be requested by the employee through their supervisor or through human resources; or identified by the employee's manager or the hiring manager.

2. Step 2. Gather Relevant Information and Assess Needs

- The employee is an active participant in this step.
- The Christian & Missionary Alliance does not require details on the nature of the employee's disability to provide an accommodation; it needs to know only about the employee's functional abilities.
- The manager may ask for a functional capacity assessment at the company's expense.
- The employee and her manager evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the company's expense.
- The employee can request the participation of a representative from her bargaining agent or, if there is no bargaining agent, from a different representative from the workplace.

3. Step 3. Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- accessible formats and communication supports, if requested;
- workplace emergency response information, if required;
- any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account their accessibility needs due to their disability:

- The employee's personal information is protected at all times.
- If an individual accommodation is denied, the manager provides the employee with the reason for the denial, in an accessible format.

4. Step 4. Implement, Monitor, and Review the Accommodation Plan

The employee and their manager monitor the accommodation to ensure that it has effectively resolved the challenge:

- Formal reviews are conducted at a predetermined frequency.
- The accommodation plan is reviewed if the employee's work location or position changes.
- The accommodation is reviewed if the nature of the employee's disability changes.

APPENDIX 2

Accommodation Plan

Employee's name: _____ Date: _____

Employee's title/department: _____ Manager: _____

Limitations requirement?	Job-related tasks/activities affected by limitations	Is this an essential job

Sources of expert input into the individual accommodation plan (e.g., human resources manager, family doctor, specialists):

Description of Accommodation Measure(s)

Which job requirements and related tasks require accommodation?

What are the objectives of the accommodation (i.e., what must the accommodation do to be successful)?

What accommodation strategies/tools have been selected to facilitate this task/activity?

Roles and Responsibilities

Outstanding actions to implement accommodation	Assigned to	Due date

Employee's signature

Manager's signature

APPENDIX 3

Return to Work Process:

The C&MA has a documented process for supporting employees who return to work after being away for reasons related to their disabilities (see Appendix 3). This process will outline the steps that the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. The C&MA is committed to ensuring that the appropriate accommodations are in place for the employee to return to work, while understanding their capabilities and limitations.

A return to work process may be appropriate for employees who have permanent, recurring or temporary disabilities. For example, return to work accommodations may be appropriate when an employee:

- has a broken leg as a result a recreational accident
- is undergoing treatment such a chemotherapy or radiation therapy
- has episodes of mental illness
- has a disease that results in an evolving or worsening disability, such as multiple sclerosis

Steps:

1. Create a case file:
 - Includes well documented notes from all meetings with employee
 - Medical information submitted by employee (doctor's note or certificate)
 - Determine how the employee's medical condition will affect their ability to complete job duties (for example, the employee may have to attend weekly medical appointments)
 - The employee is responsible to provide documents that clarify health restrictions and describe the type of accommodation that would be most effective to facilitate their return to work
 - The C&MA will abide by privacy and human rights laws
 - Keep all information/medical documents confidential
2. Meetings with employee:
 - Verify details of their expected return to work and any associated accommodation requests
3. Implement Accommodation Measures:
 - Grant accommodation requests in a timely manner
 - Monitor the effectiveness of the accommodations in place
 - Check in with employees to see if they require adjustments to the accommodations
 - Ensure employee is content with accommodations
4. Return to Work Form
 - The C&MA Return to Work Form will be used to document and assess the accommodations in place throughout the return to work process.

5. Best Practices for the Return to Work process

- Early and frequent communication with employee during any absence
- Discussion of any special accommodation requests
- Employee consent to obtain medical or health information
- Documentation of all communication with employee
- Involvement of direct supervisor and employee in devising the RTW plan
- Agreement and participation with the RTW plan by the employee and agreement on performance standards and expectations
- Ongoing communication regarding accommodations if needed and their expected duration
- Individualized accommodation efforts up to the point of undue hardship
- Support and understanding for the employee
- Confidentiality