

Toronto Film School

INTEGRATED ACCESSIBILITY STANDARDS REGULATION POLICY AND PROCEDURE

Providing goods and services to people with disabilities

Purpose

The Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, entitled “Integrated Accessibility Standards Regulation” (“The Regulation”), came into force July 1, 2011. “The Regulation” establishes accessibility standards for customer service, information and communications, employment, transportation, and design of public spaces. Toronto Film School is committed to working toward compliance with all the standards that apply to Toronto Film School under the AODA.

The purpose of this Policy and Procedure is to provide a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Toronto Film School endeavours to provide accessibility and accommodation as prescribed in the AODA.

Commitment

Toronto Film School is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities in a timely manner through the implementation of this policy. Toronto Film School is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in “The Regulation” specifically in the areas of customer service, information and communications, and employment, and to meet the accessibility needs of people with disabilities in a timely manner. Toronto Film School is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, students, employees, volunteers and members of the general public. Toronto Film School is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under “The Regulation”.

Training

Toronto Film School is committed to the training of all employees, volunteers, persons who deal with customers, students and the public on behalf of Toronto Film School, and persons participating in the development and approval of Toronto Film School policies, practices and procedures on the requirements under “The Regulation” and the Human Rights Code, as it pertains to persons with disabilities.

Responsibility

This policy applies to Toronto Film School:

- Customers
- Students
- Employees
- Volunteers
- Visitors
- Applicants for employment
- Independent Contractors and other persons who provide goods or services on behalf of Toronto Film School
- Service Contractors and Sub-contractors

Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this Policy.

Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedures. As legislation and compliance requirements are updated, appropriate ongoing training will be provided. All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Toronto Film School and persons involved in the creation of Toronto Film School policies are responsible for adhering to and following the commitments set out in this policy.

CUSTOMER SERVICE STANDARD

Refer to the Toronto Film School **Accessible Customer Service Policy and Procedure**

INFORMATION AND COMMUNICATIONS STANDARD

Feedback

Toronto Film School is committed to providing high quality goods and services to all of its customers and students. Feedback from customers, students and/or third parties is welcome as it may identify areas that require change and encourage continuous improvement.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be provided by telephone, in person, in writing, in electronic format or through other methods. Feedback related to issues regarding accessibility for people with disabilities should be directed to Toronto Film School through our Accessibility Officer by phone, [999-123-4567](tel:999-123-4567), by email, accessibilityofficer@tfs.ca or other appropriate methods.

If anyone wishes to be contacted about their feedback, they will need to provide their name and contact information.

Complaints will be addressed according to the procedure already established in Toronto Film School's complaint management process.

Accessible Formats and Communication Supports

Toronto Film School is committed to meeting alternative format requests in a timely fashion that responds appropriately to any situation. Toronto Film School will provide or make arrangements for accessible formats and information, and communication supports when a person with disabilities requests them.

Emergency Procedures and Plans

Toronto Film School will ensure that emergency procedures and plans or safety information meet the needs of persons with disabilities and will provide this information in an accessible format or with communications supports on request.

Accessible Websites and Web Content

Toronto Film School will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines as outlined in "The Regulation" (WCAG) 2.0 Level AA as outlined in the Information and Communications Standard.

ACCESSIBILITY EMPLOYMENT STANDARDS

Recruitment, Assessment and Selection Process

Toronto Film School is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities as all prospective employees and employees. The company will ensure that in its recruitment practices the public is made aware that it will provide accommodation for applicants with disabilities in its recruitment, assessment and selection processes.

When Toronto Film School selects job applicants during a job selection process, we will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection and that take into account their accessibility needs due to a disability.

When Toronto Film School makes an offer of employment, we will notify the successful applicant of our policy of accommodating employees with disabilities.

Accessible Formats and Communication Supports for Employees

Where an employee with a disability so requests, Toronto Film School will consult with the employee to provide or arrange for accessible formats and communication supports, in relation to information that is generally available to employees and that the employee needs to perform their job.

Workplace Emergency Response Information

Toronto Film School will ensure that individualized workplace emergency response information is provided to employees who have a disability, provided that the disability is such that individualized information is necessary and Toronto Film School have been made aware of the need for accommodation due to disability. Toronto Film School will provide the necessary information as soon as is practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, Toronto Film School will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.

Toronto Film School will review individualized workplace emergency response information when:

- a) The employee moves to a different location in Toronto Film School
- b) The employee's accommodation needs or plans are reviewed
- c) When the site where the employee is working reviews its general emergency response procedures

Individual Accommodation Plans

Toronto Film School will have a process in place for the development of individual accommodation plans for employees with disabilities. The process will address:

- How an employee requesting the accommodation can participate in the process
- The means by which the employee is assessed on an individual basis
- How the company can request an evaluation by a medical or other expert in determining if and how accommodation can be achieved
- How the employee can be represented
- Steps taken to protect the privacy of personal information
- The frequency with which the accommodation plan will be reviewed and updated
- How the reasons for denying an individual accommodation plan will be provided to an employee if the accommodation is denied
- How Toronto Film School will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to the disability

Return to Work Process

Toronto Film School will follow its established Early and Safe Return to Work Procedure.

Performance Management Process

In administering performance management processes with respect to employees with disabilities, Toronto Film School will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Career Development and Advancement

Toronto Film School will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Redeployment

Toronto Film School will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans during the redeployment process.

DESIGN OF PUBLIC SPACES STANDARD

Parking

The building of new company owned parking spaces and redevelopment of any existing parking spaces will be built and maintained as legislated.

Service Counters and Waiting Areas

The building, redevelopment or major changes to new service counters and waiting areas will be built and maintained as legislated.

RECORD KEEPING

Toronto Film School will maintain accurate records of training delivered to employees and make these records available for inspection as may be required.