



AGA KHAN FOUNDATION
CANADA

Accessibility Policy



Statement of Organizational Commitment

Aga Khan Foundation Canada (AKFC) 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.

AKFC is committed to meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and compliance with the Human Rights Code (Ontario) (the Code) respecting non-discrimination.

AKFC understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.

Cover photo: Global Leadership
Program participants at the Delegation
of the Ismaili Imamat in Ottawa
Credit: Tyler Anderson / AKFC

Training

- AKFC is committed to training all staff, volunteers and all persons involved in the development of the organization's policies on the requirements of Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
- Training will be appropriate to the duties of the staff, volunteers and other persons.
- We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.
- We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

- People with disabilities may use their personal assistive devices when accessing our services or facilities.
- In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, AKFC will employ other measures to ensure the person with a disability can access our services or facilities.
- We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communications

- AKFC communicates with people with disabilities in ways that take into account their disability.
- This may include the following: ensuring materials are available in different formats, providing interpretation if advised in advance and depending on circumstance.
- We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

- We welcome people with disabilities and their service animals.
- Service animals are allowed on the parts of our premises that are open to the public and third parties.
- When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.
- If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:
 - ▶ Explain why the animal is excluded
 - ▶ Discuss with the customer another way of providing goods, services or facilities
- Service animals are prohibited from the industrial kitchens on our premises (however, these are not open to the public).

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly.
- This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
 - ▶ Services/Facilities include: Wheelchair lift, Elevators, Automatic Door Openers
- The notice will be made publicly available in the following ways:
 - ▶ written notice at the entrance
 - ▶ it may also be added to social media channels about accessibility.

Notice of Availability of Documents

- AKFC notifies the public that documents related to accessible customer service are available upon request by posting a notice on its website.
- AKFC will provide these documents in an accessible format or with communication support, on request by communicating through the akfc.info@akdn.org email address.
- We will consult with the person making the request to determine the suitability of the format or communication support.
- We will provide the accessible format in a timely manner and, at no additional cost.

Feedback Process

- AKFC welcomes feedback on how we provide accessible customer service. This feedback will help us identify barriers and respond to concerns.
- Feedback may be provided by
 - ▶ email to akfc.info@akdn.org, or
 - ▶ calling AKFC at 613 237-2532, or
 - ▶ mail to 199 Sussex Drive, Ottawa ON.
- We strive to ensure that our feedback process is accessible to persons with disabilities.
- All feedback will be handled in the following manner:
 - ▶ Feedback will be received and acknowledged within a timeframe of 1 week,
 - ▶ and then considered by senior leaders of AKFC and responded to within one month

Information and Communications

- We 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 support:
 - ▶ in a timely manner, taking into account the person's accessibility needs due to disability;
 - ▶ and at a cost that is no more than the regular cost charged to other persons.
- If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:
 - ▶ an explanation as to why the information or communications are unconvertible;
 - ▶ and a summary of the unconvertible information or communications.
- We notify the public about the availability of accessible formats and communication supports by posting information in the "[About Us](#)" section of the AKFC website.

Employment

- We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
- We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.
- We consult with the applicants and provide or arrange for suitable accommodation.
- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.
- We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability.
- We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
 - ▶ information that is needed in order to perform the employee's job; and
 - ▶ information that is generally available to employees in the workplace
- Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.
- With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
- We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.
- We will review the individualized workplace emergency response information:
 - ▶ when the employee moves to a different location in the organization;
 - ▶ when the employee's overall accommodations needs or plans are reviewed; and
 - ▶ when the employer reviews its general emergency response policies.
- Our performance management, career development, and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

- AKFC will ensure that its policies respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities.
- This document is publicly available at www.akfc.ca. Accessible formats are available upon request.



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