

Accessibility Plan

Pinnguaq Association is committed to providing an environment which maintains the dignity and independence of people with disabilities. We seek to meet the needs of people living with disabilities who are both employees, and those who use our services. Our policies aim to proactively reduce and remove barriers to accessibility in a timely manner, and by meeting our accessibility requirements under jurisdictional legislation such as the Nunavut Human Rights Act and the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and any other requirements under relevant accessibility acts for each province and territory in which we operate.

This Accessibility Plan provides the plan and steps Pinnguaq Association will take to prevent and remove accessibility barriers to employees and those accessing its services, and accommodation procedures.

Definitions:

Disability: Includes physical disabilities, as well as vision, hearing, speech, developmental, learning and mental health disabilities. A disability can be temporary or permanent.

Accessibility Standards: As an example, the legal requirements that organizations in Ontario must follow to become more accessible to people with disabilities. They address key areas of daily life, including:

- Information and communications
- Employment Services
- Customer service
- Design of public spaces

Workplace Accommodations

Pinnguaq Association will take all reasonable actions and at minimum fulfill all legal duties to accommodate employees and clients with disabilities.

Workplace information

Pinnguaq Association will provide workplace information in an accessible format if an employee asks for it. Including:

- Any information employees need to perform their jobs (e.g. job descriptions and manuals)
- General information that is available to all employees at work (e.g. company newsletters, bulletins about company policies and health and safety information)
- Pinnguaq Association will also develop an accessible emergency information plan for employees who may need assistance in emergency situations.

Communicate Accessibility Policies

Pinnguaq Association will communicate accessibility policies with employees to support people with disabilities. This includes new employees when they are hired, and telling all employees if change to the policies occurs. This information may be sent out by:

- Newsletters
- Emails
- Memos
- Websites
- Bulletin boards
- Staff meetings
- One-on-one conversations

Accessibility Plan

1. Information and Communications

Pinnguaq will let the public know if information is available in accessible formats and will make employees and the public aware that information can be provided in accessible formats & communications support is available upon request.

When responding to requests for accessible information and communications Pinnguaq will:

- Respond in a timely manner
- Provide accessible information and communication formats free of costs
- Provide an explanation in situations where accessibility requests cannot be accommodated.

Pinnguaq's Website is AODA Compliant, providing the following accessibility features:

- Text Magnification
- Screen Reader

Pinnguaq's Resources are available in the following accessible formats:

- HTML or Word.
- Braille
- Large Print
- Audio
- Described Video
- Transcripts
- Closed Captioning

2. Employment Services

Hiring

Pinnguaq Association will notify employees and the public that we will accommodate the needs of people with disabilities in our hiring process by:

- Posting the information on our website
- Including it in job postings

Interviews

In situations where an applicant requests an accommodation in the interview process, Pinnguaq will consult with the applicant on what accommodation(s) they require.

Hiring

To ensure accessibility for new hires Pinnguaq will:

- Notify new hires of Accommodation Policy
- Identify who the contact person is for accommodations
- Encourage requests for accommodations to be made early

Career Development

Pinnguaq will consult with employees with a disability to develop an individual accommodation plan to ensure equitable experiences in career development.

Individual accommodation plans will detail:

- How employees will be assessed as individuals
- How employees can request a representative
- How the employer can request at their own expense medical documentation to help accommodate
- Steps to protect confidentiality
- How frequently the plan will be reviewed and updated
- Provide an explanation in situations where a proposed plan was denied

3. Individual Emergency Response Plan

Pinnguaq will work with employees with a disability to develop individual emergency response plans.

Individual Emergency Response Plan will identify the following:

- The name of the employee
- The department of the employee
- The assistance required
- How to assist the employee
- Devices used by the employee and where to find the device
- A volunteer to assist in event of emergency

4. Customer Service

Pinnguaq is committed to meeting the needs of persons with disabilities, and this includes the ability to communicate despite barriers.

Staff and volunteers are trained to be sensitive to the needs of those they are providing service for, and to directly ask how to communicate with someone if they perceive a barrier. Staff will participate in annual training on the AODA standards.

Pinnguaq welcomes service animals in the workplace, including at off-site events.

Pinnguaq also invites feedback regarding the manner in which accessible services are provided to those with disabilities. All feedback, including complaints, will be investigated and addressed immediately by the Director, Human Resources. If contact information is included, a follow-up will be provided within ten (10) business days.

Notice of Temporary Disruptions: In situations where there is a temporary disruption at Pinnguaq's facility, we shall give notice of the disruption to the public; including the reason for the disruption, its anticipated duration and a description of alternative facility services.

5. Design of Public Spaces

Pinnguaq will meet the Accessibility Standards for the Design of Public Spaces when choosing locations for leased offices. This includes accessible parking, exterior paths of travel, service counters, and waiting areas.

Pinnguaq will accommodate other requests for accessibility to the point of undue hardship.