

## Writers Guild of Canada Policy and Procedures: Ontario Accessibility Standard

### **What is the Accessibility for Ontarians with Disabilities Act?**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.

AODA Section 1.

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by:

- a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- b) providing for the involvement of persons with disabilities, the Government of Ontario and of representatives of industries and various sectors of the economy in the development of accessibility standards.

### **WGC staff will:**

- Read the training material provided, participate in a discussion meeting regarding the training material and read and apply the Writers Guild of Canada's policies and procedures related to the Ontario Accessibility Standard
- Communicate with a person with a disability in a manner that takes into account their disability and help them to access our services with the tools available
- Let people with disabilities bring their service animals onto the parts of the premises open to the public
- Let people with disabilities be accompanied by their support persons while in the provider's premises
- Provide notice when facilities or services that people with disabilities usually use to access goods or services are temporarily disrupted.
- Establish and follow a process for receiving and responding to feedback about the way the organization provides goods or services to people with disabilities, including the actions to be taken if a complaint is received, and make information about the process readily available to the public.

## **Available Options for Assisting People with Disabilities to Access WGC Services:**

### Physical Office Access

- WGC staff can advise people with physical disabilities that they may wish to make use of the door at the back of the building and take the back elevator to the 4<sup>th</sup> floor to access our office. Staff should advise those who may want to use the rear building door that this door is located in an alley at the back of the building and that they will use this entrance at their own risk.
- Aisles and walkways in the office should be kept clear so that people with disabilities can easily access our front reception, inside offices or boardroom when required
- Any pets that are in the office should be contained in individual offices so that they do not interfere with anyone with a physical disability accessing any part of the office

### Service Animals

- Individuals with service animals will be allowed access to the office
- Any pets that are in the office should be contained in individual offices so that they do not interfere with anyone with a service animal accessing any part of the office

### Support Assistants

- Individuals with support assistants will be allowed access to the office
- Any pets that are in the office should be contained in individual offices so that they do not interfere with anyone with a support assistant accessing any part of the office

### General Examples of Types of Assistance and Equipment

- WGC staff can assist people with physical disabilities to gain access to the office by opening the office door and if the person gives permission, guiding the person to a location in the office or to an elevator
- Depending on a person's disability, WGC staff can:
  - Photocopy documents by enlarging them or print documents in a larger font or enlarge a font in a document to be emailed
  - Email documents to anyone who is unable to access documents on our website
  - Read aloud a document over the phone
  - Explain any information in any document or on the website or related to any Guild service on request
  - Communicate in written form if required to provide customer service
  - Ensure notices of disruption of services are posted at the front reception desk and on our website and if applicable, on our phone system auto attendant
  - Provide a copy of these policies and procedures in the appropriate form to anyone who requests them
  - Inform anyone asking about the feedback options available including filling out a form at the front desk or sending an email to info @wgc.ca, calling our office and leaving a voicemail in our general mailbox by dialling zero or providing feedback verbally and having one of our staff transcribe the feedback. Provide all feedback to Terry Mark or, in my absence, to Li Robbins.