

## ACCESSIBLE SERVICE

### POLICY STATEMENT

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*The Accessibility for Ontarians with Disabilities Act (AODA)* was created with the goal of developing standards that would improve accessibility for people with disabilities across the province.

UNICEF Canada respects the dignity and independence of people with disabilities. We are committed to offering equal opportunities that are in line with our values: Vision; Resourcefulness, Resolve and Inclusiveness.

UNICEF Canada supports the goals of the AODA and is committed to providing equal treatment, services, programs and facilities in a manner that respects the dignity and independence of people with disabilities. We strongly believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by removing barriers to accessibility and meeting accessibility requirements under the AODA.

This policy guides our staff and those representing the UNICEF Canada as they serve and interact with our donors, partners and the public.

### PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

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UNICEF Canada is committed to excellence in serving all donors and partners, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

#### COMMUNICATION

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We will endeavour to do our best to communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with our donors and partners on how to interact and communicate with people with various types of disabilities.

#### TELEPHONE SERVICES

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If telephone communication is not suitable for the needs of a donor, partner or other member of the public, alternative forms of communication will be offered.

## **ASSISSTIVE DEVICES**

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We will commit to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Person with disabilities may use assistive devices as required in accessing our services unless otherwise prohibited by law. We will ensure that our staff are trained and familiar with various assistive devices that may be used by donors or partners with disabilities while accessing our services.

## **USE OF SERVICE ANIMALS AND SUPPORT PERSONS**

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UNICEF Canada welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter UNICEF Canada's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premise. Support persons will not be charged applicable event or registration fees typically assessed for admission to UNICEF Canada events.

## **NOTICE OF TEMPORARY DISRUPTION**

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UNICEF Canada will provide donors and partners with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed at all public entrances and broadcast to all staff for dissemination to any donor or partner they might be either hosting or expecting during the time of the disruption.

## **TRAINING FOR EMPLOYEES**

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UNICEF Canada will provide training to all employees and direct service volunteers who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of donor service policies, practices and procedures. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include the following:

- The purposes of the AODA and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistance device or require the assistance of a service animal or support person
- What to do if a person with a particular type of disability is having difficulty accessing UNICEF Canada services

Staff will also be trained on an ongoing basis when changes and/or updates are made to this policy.

### **FEEDBACK PROCESS OR INFORMATION REQUESTS**

The ultimate goal of UNICEF Canada is to meet and surpass expectations while serving donors and partners with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way UNICEF Canada provides goods and services to people with disabilities can be submitted to:

UNICEF Canada  
People & Organizational Development Department  
2200 Yonge Street, Suite 1100  
Toronto, ON  
M4S 2C6  
Email: [access@unicef.ca](mailto:access@unicef.ca)

Phone: 1 800 567 4483

Fax: 416 482 8035

Alternatively, feedback and comments can be submitted to any of our staff and it will be forwarded to the above department for review.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

We are committed to developing service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of UNICEF Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## QUESTIONS ABOUT THIS POLICY

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This policy exists to achieve service excellence to donors and partners with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, an explanation will be provided by, or referred to, the People & Organizational Development department of UNICEF Canada.

## POLICY REVIEW

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This policy will be reviewed every year by the Executive Team.