

6.04 Accessibility for Customer Service

The National Judicial Institute is committed to ensuring excellence in serving all of its clientele, including people with disabilities. All goods and services provided by the NJI shall follow the principles of dignity, independence, integration and equal opportunity.

6.041 Purpose:

The purpose of this policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 by outlining the National Judicial Institute's policy and procedures governing the provision of its goods or services to persons with disabilities.

6.042 Scope:

This policy applies to the provision of goods and services at premises owned and operated by the NJI.

This policy applies to employees, volunteers, agents and/or contractors who deal with clientele or other third parties that act on behalf of the NJI, including when the provision of goods and services occurs off the premises of the NJI such as in: delivery of judicial education programs and training sessions.

The section of this policy that addresses the use of service animals applies only to provision of goods and services that take place at premises owned and operated by the NJI.

This policy shall also apply to all persons who participate in the development of the NJI's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

6.043 Definitions:

Persons with Disabilities: any person that has a disability as defined under the Ontario Human Rights Code (e.g. Person with a Visual Impairment, Person with a Hearing Impairment, etc.). The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive Device: a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices

that guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Guide Dog: a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal: an animal specially trained to assist a person with a disability.

Support Persons: any person that accompanies and assists a person with a disability with communication, mobility, personal care, medical needs or access to goods and services.

6.044 Application of Policy:

Provision of Goods and Services to Persons with Disabilities:

The National Judicial Institute will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all clientele, guests and clientele receive the same value and quality;
- allowing clientele with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that clientele with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

6.045 Assistive Devices:

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the NJI. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

6.046 Service Animals:

A person with a disability that is accompanied by a service animal will be allowed access to NJI premises. If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, NJI may request verification from the client. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

The client that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the NJI will make all reasonable efforts to meet the needs of all individuals.

6.047 Support Persons:

If a person with a disability is accompanied by a support person, the NJI will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

Support persons may be required to sign a Confidentiality Agreement in situations where they may be exposed to confidential information, such as in planning meetings, seminars or conferences related to judicial education or internal NJI meetings. In situations where a support person may be exposed to another individual's personal information, consent will be sought from that individual in advance of such exposure occurring.

If payment is required by a support person for attendance at an education conference (accommodation, meal etc.), the NJI will ensure that advance notice is provided to the participant.

6.048 Notice of Disruptions in Service:

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the NJI. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use NJI's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible. In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options available

When disruptions occur NJI will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance (office lobby) and the nearest accessible entrance to the service disruption and/or on the NJI website;
- contacting clients with appointments, meetings, seminars or conferences scheduled;
- verbally notifying clients when they arrive; or
- by any other method that may be reasonable under the circumstances.

6.049 Feedback Process:

The NJI shall provide clientele with the opportunity to provide feedback on the service provided to clientele with disabilities. Information about the feedback process will be readily available to all clientele

and notice of the process will be made available by posted notice in the reception area of the NJI office as well as on the NJI website, on both public and judicial access areas. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Clientele who wish to provide feedback can do so by:

- completing the relevant portion of the program evaluation form provided at each educational conference; or
- completing the Customer Feedback Form available at the NJI reception desk, on the NJI website at www.nji-inm.ca or from any NJI employee and submitting it to:

National Judicial Institute

275 Slater Street, Suite 2000, Ottawa, Ontario, K1P 5H9

Tel: 613-237-1118, Fax: 613-237-6155, Email: nji@nji-inm.ca

Clientele that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

6.0410 Training:

The NJI will ensure that training has been provided to all employees, volunteers, agents and/or contractors who deal with our clientele, the public or other third parties that act on behalf of the NJI, including those who are involved in the development and approval of customer service related policies, practices and procedures. Such training shall occur as soon as is practicable following finalization of an employment, contract or volunteer agreement. Records of such training will be maintained by the Human Resources department.

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- NJI's policies, procedures and practices pertaining to providing accessible customer service to clientele with disabilities.

6.0411 Notice of Availability and Format of Documents:

The NJI shall notify clientele that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in the NJI's office lobby, the NJI's website and/or any other reasonable method.

6.0412 Administration:

If you have any questions or concerns about this policy or its related procedures please contact: **National Judicial Institute**, 250 Albert Street, Suite 400, Ottawa, Ontario K1P 6M1, Canada Tel: 613-237-1118, Fax: 613-237-6155, Email: nji@nji-inm.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

6.05 Accessibility in Employment

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of accessible employment services for people with disabilities.

All employment services provided by the National Judicial Institute shall follow the principles of dignity, independence, integration and equal opportunity.

6.051 Scope

This policy shall apply to every person who deals with members of the public or their agents on behalf of the Institute, whether the person is an employee, agent, volunteer or otherwise.

6.052 Definitions

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Performance Management – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

6.053 Application of Policy

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- General Requirements
- Employment Standards Overview
- Recruitment, Assessment and Selection
- Accessible Formats and Communication Supports for Employees
- Documented Individual Accommodation Plans
- Plans and Processes
- Return to Work and Redeployment

6.054 General Requirements

Establishment of Accessibility Policies and Plan

The Institute will develop, implement and maintain policies and a multi-year accessibility plan governing how it will achieve accessibility through these requirements, including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner. These documents will be made publicly available on the Institute's website, in an accessible format, upon request.

The Institute will review and update its accessibility plan once every five years and will establish, review and update its accessibility plan in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement the Institute's accessibility plan and post this status on the Institute's website. If requested, the report shall be available in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Institute will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

The Institute will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code. Training will be provided for individuals who are responsible for developing the Institute's policies, and all other persons who provide, goods, services or facilities on behalf of the Institute.

Employment Standards Overview

The Institute will consider the Employment standards in its accessibility plan in the areas of employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

Recruitment, Assessment and Selection

The Institute will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. The Institute will notify the successful applicant of their policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, the Institute will provide or arrange for the provision of accessible formats and communication supports for the following:

- a. Information needed in order to perform their job; and,
- b. Information that is generally available to all employees in the workplace.

The Institute will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Documented Individual Accommodation Plans

The Institute has a detailed Reasonable Accommodation Policy and processes for documenting individual accommodation plans for employees with disabilities.

Plans and Processes

Any department within the Institute that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. The Institute has implemented a process to create tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

Return to Work and Redeployment

The Institute will develop, document and implement return to work and redeployment processes in place for employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. The return to work process will include an outline of the steps the Institute will take to facilitate the employee's return to work and use documented individual accommodation plans.

6.055 Timeline for Compliance

The timeline for compliance is outlined in the Institute's Multi-Year Accessibility Plan.

6.056 Administration

If you have any questions or concerns about this policy or its related procedures please contact:

National Judicial Institute, 275 Slater Street, Suite 2000, Ottawa, Ontario, K1P 5H9

6.06 Accessibility in Information and Communications

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communication services and materials for people with disabilities.

All information and communications materials and services provided by the Institute shall follow the principles of dignity, independence, integration and equal opportunity.

6.061 Definitions

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0."

6.062 General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- General Requirements
- Accessible Formats and Communication Supports
- Accessible Websites and Web Content
- Education and Training Resources
- Libraries
- Emergency Procedures, Plans or Public Safety Information
- Exceptions
- Feedback

6.063 General Requirements

General requirements that apply across all of the three standards, Information and Communications, Employment and Transportation are outlined as follows.

Establishment of Accessibility Policies and Plan

The Institute will develop, implement and maintain policies and a multi-year accessibility plan governing how it will achieve accessibility through these requirements, including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner. These documents will be made publicly available on the Institute's website, in an accessible format, upon request.

The Institute will review and update its accessibility plan once every five years and will establish, review and update its accessibility plan in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement the Institute's accessibility plan and post this status on the Institute's website. If requested, the report shall be available in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Institute will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

The Institute will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code. Training will be provided for individuals who are responsible for developing the Institute's policies, and all other persons who provide, goods, services or facilities on behalf of the Institute.

Accessible Formats and Communication Supports

The Institute will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. The Institute will take into account the person's accessibility needs when customizing individual requests.

Accessible Websites and Web Content

The Institute will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Education and Training Resources

The Institute will ensure to provide training materials and learning courses in accessible formats. These accessible formats must take into account the needs of participants with disabilities.

The Institute will provide training materials in accessible, or conversion-ready formats, and make them

available to those who require access.

Libraries

The Institute will ensure that its library will provide accessible or conversion-ready materials within its collections for individuals with disabilities. These types of materials may include any print materials, digital or multimedia resources, or specific materials for a person with a disability, upon request.

Emergency Procedures, Plans or Public Safety Information

The Institute will provide the information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

Exceptions

The Information and Communications Standard does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the Institute determines that information or communications are unconvertible, the Institute will provide the person requesting information or communication with the following:

- An explanation as to why the information or communications are unconvertible;
- A summary of the unconvertible information or communications;
- Information is regarded as unconvertible if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

6.064 Feedback Process

The NJI shall provide clientele with the opportunity to provide feedback on the service provided to clientele with disabilities. Information about the feedback process will be readily available to all clientele and notice of the process will be made available by posted notice in the reception area of the NJI office as well as on the NJI website, on both public and judicial access areas. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

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6.065 Timeline for Compliance

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6.066 Administration

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