

ACCESSIBILITY POLICY for the Durham Region Unemployed Help Centre

The Durham Region Unemployed Help Centre is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

General

The Durham Region Unemployed Help Centre is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities.

Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and Communications

The Durham Region Unemployed Help Centre is committed to meeting the communication needs of people with disabilities.

When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

The Durham Region Unemployed Help Centre will consult with people with disabilities to determine their information and communication needs.

Employment

The Durham Region Unemployed Centre will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

The Durham Region Unemployed Help Centre will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.