



POLICY # 4.4 Accessibility Policy

Policy Owner: Human Resources

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I. PURPOSE

The purpose of this Policy is to set out the principles that guide the Canadian Olympic Committee (“COC”) on our path to achieving accessibility and inclusion for persons with disabilities and specific compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), the *Ontario Human Rights Code*, the *Quebec Charter of Human Rights and Freedoms*, and the *British Columbia Human Rights Code* (collectively referred to as “Codes”).

II. APPLICABILITY

This Policy applies to all COC workforce members, including permanent full-time and part-time employees, employees on short-term contracts, interns, and volunteers. This policy also applies to persons who provide services or facilities on behalf of the COC and/or at COC premises.

III. DEFINITIONS

Terms set out in this Policy shall have the defined meaning set out in the AODA.

IV. POLICY STATEMENT

The COC is committed to identifying and meeting the accessibility needs of persons with disabilities in an effective, appropriate and timely manner and will do so by developing an inclusive, barrier-free environment that is guided by the principles of the AODA, including the Integrated Accessibility Standards (“Standards”), which include dignity, independence, integration (except when alternate measures are necessary to meet the needs of people with disabilities) and equal opportunity.

We will maintain this Policy to describe the principles that guide our path to accessibility as an organization and identify what the COC needs to do to meet the requirements of the AODA and Standards.

This Policy is available internally and a link to the policy is posted on our COC external website. Upon request, the COC will provide a copy of this Policy in an accessible format.

To fulfill the above-mentioned objectives, and as described in detail below, the COC commits to providing the following:

- A.** Multi-year accessibility plan
- B.** Provision of service to persons with disabilities

- C. Notice of temporary disruption to service to persons with disabilities, if any
- D. Accessibility features on self-service kiosks, if any
- E. Accessibility training
- F. Accessibility in the provision of information and communications
- G. Accessibility in employment

A. Multi-Year Accessibility Plan

The COC has developed and will maintain a Multi-Year Accessibility Plan (the “Plan”) that outlines the COC’s phased-in strategy to prevent and remove barriers from our workplace and meet its requirements under the AODA and Standards. The Plan will be reviewed and updated at least once every five years by Human Resources. The Plan is available internally and a link to the plan is posted on our COC external website. Upon request, the COC will provide a copy of the Plan in an accessible format.

B. Provision of Service to Persons with Disabilities

The COC will provide its services and communicate with members of the public and applicable third parties to whom we provide services in a manner that takes into account a person’s disability.

The COC is committed to welcoming persons with disabilities who are accompanied by a service animal or a personal support person on the parts of our premises that are open to the public, to the extent permitted by law. The COC will ensure that all workforce members and others who deal with the public at COC's premises are properly trained in how to interact with persons with disabilities who are accompanied by a service animal or a personal support person.

Persons with disabilities will be permitted to obtain, use or benefit from the COC's services through the use of their own assistive devices. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

C. Notice of Temporary Disruption to Service to Persons with Disabilities (if any)

The COC will provide appropriate parties with notice in the event of a planned or unexpected disruption in services provided by the COC which are usually used by persons with disabilities, if any. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

D. Accessibility Features on Self-Service Kiosks (if any)

Although the COC currently does not use self-service kiosks, we will have regard to the accessibility for persons with disabilities should we design, procure or acquire self-service kiosks by considering what accessibility features could be built into kiosks to best meet the needs of our applicable third parties.

E. Accessibility Training

The COC will provide training on this Policy, the AODA, the requirements of the Standards and the Codes as they pertain to persons with disabilities for all workforce members and volunteers.

Training will be provided as soon as practicable and is included in the orientation provided to new hires. The training will take into consideration and be appropriate to the duties of those receiving the training.

The COC will also provide training, on an ongoing basis, with respect to changes made to this Policy, if any.

Records of the training provided will be maintained and will include: (i) the dates on which training is provided and (ii) the names of individuals to whom training is provided.

Where third parties are engaged to perform services on behalf of the COC, we may require that such third parties provide an acknowledgment that their principals, workforce members, agents and volunteers have received any applicable training required by the AODA or other applicable legislation.

F. Accessibility in the Provision of Information and Communications

Feedback:

The COC welcomes feedback regarding the methods we use to provide services to persons with disabilities and is committed to establishing and maintaining a process for receiving and responding to feedback. Feedback regarding accessibility issues can be made to the COC by sending an email accessibility@olympic.ca. Inquiries will be addressed as soon as practicable after receipt.

The COC will continue to ensure that our processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible formats and communication supports:

Upon request, the COC will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, including workforce members, in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons. The COC will consult with the person making the request for an accessible format or communication support when determining the suitability of an accessible format or communication support. The COC will continue to advise the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on our COC website.

Accessible websites and web content:

The COC will ensure that its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA (by January 1, 2021), except where meeting the requirement(s) is not practicable.

Emergency Procedure, Plans, or Public Safety Information:

The COC does not currently have emergency response procedures, plans and public safety information that it makes available to the public. In the event that we do make such information available in the future, the COC will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons. The COC will consult with the person making the request when determining the suitability of an accessible format or communication support.

G. Accessibility in Employment

The COC is committed to providing fair and accessible employment practices, including the following:

Recruitment and Hiring:

In our recruitment processes, the COC will advise our workforce members and the public about the availability of accommodation for applicants with disabilities. The COC will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used and will work with the applicant to address any requests for accommodation up to the point of undue hardship.

When making offers of employment, the COC will notify successful applicants of the COC's policies for accommodating workforce members with disabilities.

Workforce Members Notification:

The COC will notify workforce members of the COC's policies (and any updates to those policies) for supporting workforce members with disabilities, including our policies for accommodation that take into account a workforce member's accessibility needs due to disability. This information will be provided to new hires as soon as practicable after they commence employment.

Individual Accommodation Plan (IAP):

The COC will develop and maintain a written process for the development of documented individual accommodation plans for workforce members with disabilities. The COC may request an evaluation by outside medical or other experts, at our expense, to assist with determining accommodation and how to achieve accommodation, while protecting the privacy of the workforce member's personal information.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required). Plans will also identify any other accommodation that is to be provided.

Return to Work Process:

The COC will develop and maintain a documented return to work process for its workforce members who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will, as part of the process, outline the steps that the COC will take to facilitate the return to work and will include documented individual accommodation plans. The COC may request support from an outside medical or other expert, at our expense, to assist with the development of the return to work plan, while protecting the privacy of the workforce member's personal information. We note that this return to work process will not replace or override any other return to work process created by or under any other statute (for example, the *Ontario Workplace Safety Insurance Act, 1997*).

Workplace Emergency Response Information:

The COC will provide individualized workplace emergency response information to workforce members with disabilities where the disability is such that individualized information is necessary and the COC is aware of the need for accommodation. Where a workforce member who receives individualized workplace emergency response information requires assistance, the COC will designate a

person to provide assistance and, with the workforce member's consent, the COC will provide the workplace emergency response information to such person.

The COC will review individualized workplace emergency response information, at minimum, whenever the workforce member moves to a different location within the COC, the workforce member's overall accommodation needs or plans are reviewed, or the COC reviews its general emergency response policies.

Performance Management, Career Development and Advancement or Redeployment:

The COC will take into account the accessibility needs of workforce members with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to workforce members, or when redeploying workforce members.