

INSTITUTE POLICY ON ACCESSIBILITY

Preamble

The Professional Institute of the Public Service of Canada (the Institute) is committed to excellence in serving all clients including people with disabilities and to providing services to people with disabilities, as defined in the Ontario Accessibility for Ontarians with Disabilities Act (“the Act”).

Application of Policy

This Policy applies to all Institute employees and to all elected and appointed officials as well as members who volunteer in Institute offices in the province of Ontario.

Assistive devices

We will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities (designated parking spaces, ramps, elevators, automatic door openers, wheelchair lift, etc.), the Institute will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at all building entrances or wherever necessary.

Training

The Institute will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf in the province of Ontario. Training will be provided within a reasonable period of time after hiring or appointment of those individuals.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client service standard.
- The Institute's Policy on Accessibility.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment and devices available on site to assist in providing services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Institute's services.

The Institute will provide refresher training to employees, volunteers and others who deal with the public or other third parties on their every 3 years.

Feedback Process

Clients who wish to provide feedback on the way the Institute provides service to people with disabilities can provide feedback by sending an email to access@pipsc.ca. Clients can expect to hear back in 7-10 business days.

Modifications to this or other Policies

Any Institute policy that does not respect and promote the principles of independence, dignity, integration and equality of opportunity of people with disabilities will be modified or removed.

**Approved by the Board of Directors
January 29, 2014**



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PIPSC Accessibility Plan

PIPSC is committed to being inclusive and accessible to all members with disabilities in the following manner:

- 1. Policies:** PIPSC will make reasonable efforts to draft new or review existing policies, procedures and practices with a disability lens, including member policies and those internal to PIPSC as an employer such as staffing, purchasing new equipment or technology, etc. Policies will be reviewed for gaps and barriers in the union's ability to provide services to members with disabilities. The union will make reasonable efforts to eliminate gaps and barriers that are identified.
- 2. Assistive Measures:** Assistive measures include assistive devices, services, and alternate service methods. Members may use their own assistive measures at PIPSC's events and activities. If a member with a disability makes a request to PIPSC to provide assistive measures, the union will make reasonable efforts to assist based on applicable reasonable accommodation principles in order to enable members with disabilities to participate at union events or activities. A member with a disability must identify the need for assistive measures in advance of PIPSC's event or activity. The union may require a medical certificate in order to outline the functional limitations if accommodation by the union is required.
- 3. Service Animal:** PIPSC welcomes people with disabilities and their service animals. If a member coming to our premises requires a service animal, they will be directed to a location that allows presence of their animal. If an employee requires a service animal, special accommodations/office space will be allocated within the workplace. If a situation arises where another member or employee has an allergy to animals, including service animals, then the union will discuss this situation with the member or employee and make every effort to meet the needs of both individuals.
- 4. Support Person:** A member may bring his/her own support person onto union premises or to union events. If a member with a disability makes a request to PIPSC to provide a support person, the union will make reasonable efforts to assist based on applicable reasonable accommodation principles in order to enable members with disabilities to participate at union events or activities. A member with a disability must identify the need for a support person in advance of PIPSC's event or activity. The union may require a medical certificate in order to outline the functional limitations if accommodation by the union is required. Members will be notified of any additional costs, if applicable, associated with a support person in advance of attending a union event. Pending nature of discussion/meetings, it is left at the Institute's discretion to request the support person to wait outside the meeting room, but to remain close to the person with the disability for quick access and response, should the need arise.
- 5. Communications:** PIPSC will make every reasonable effort to make communications more accessible. The union will offer to communicate with members by email, or by TTY or other alternate media.
- 6. Training:** Staff persons who are in contact with members will be trained on how to interact and communicate with members with disabilities with various types of disabilities. Training will include the following: Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the



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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 assistive device or require the assistance of a service animal or a support person; how to use the devices (e.g. TTY, wheelchair lifts, etc.) available on union premises or otherwise, that may help with the provisions of services to people with disabilities; what to do if a person with a disability is having difficulty accessing the union's services and policies, practices and procedures relating to the customer service standard.