

## AODA POLICY STATEMENT OTTAWA SCHOOL OF ART

The OTTAWA SCHOOL OF ART's motto *Teaching Art to Everyone* is a commitment we make to ensure equal access and participation for anyone interested in pursuing their desire to explore, create and make art, regardless of their economic or social circumstances, or disabilities.

We strive to provide barrier free services by making our building accessible and arranging for the provision of accessible formats of communication supports under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Our staff and instructors are trained and committed to treating people with disabilities in a way that allows them to maintain their dignity and independence while in pursuit of art education.

The OTTAWA SCHOOL OF ART will provide, on request, information and an opportunity for feedback, in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.

The OTTAWA SCHOOL OF ART is committed to ensuring that employment opportunities are fully accessible to job candidates with disabilities.

The OTTAWA SCHOOL OF ART is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and understands that obligations under the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any law.

### Training

We are committed to training all staff and volunteers in accessible customer service, Ontario's other accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train:

- a) All person who participate in developing the organization's policies; and
- b) All other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles and includes the purpose of the Accessibility for Ontario's with Disabilities Act, 2005 and the requirements and policies of the Customer Service Standards, 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.

We train every person as soon as practicable after being hired and provide training in respect to any changes in the policies. We maintain records of the training provided including the dates on which training was provided and the number of individuals who participated in the training.

- Ottawa School of Art provides educational and training resources, student records and program information in an accessible format
- Educators are provided with accessibility awareness training related to accessible program or course delivery and instruction.

### **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

### **Communication**

We communicate with people with disabilities in ways that take into account their disability which may include hiring Sign Language Interpreters.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed in our building and in our classrooms, we will accommodate them where we can.

### **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 and to attend classes. A fee will not be charged for the support person to attend a class.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability (example: an outdoor, off-site photography class)

Before making a decision, the Ottawa School of Art will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises, or off the premises.

If the Ottawa School of Art determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers 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 made publicly available in the following ways:

- Email notice out to students, or by phone call
- Posted on the Ottawa School of Art website at [artottawa.ca](http://artottawa.ca)
- Posted on social media

Ottawa School of Art welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

Downtown:

- By email at [info@artottawa.ca](mailto:info@artottawa.ca)
- By phone at (613) 241-7471
- In person or by mail, 35 George St. Ottawa, Ontario K1N 8W5

Orleans:

- By email at [osao.info@artottawa.ca](mailto:osao.info@artottawa.ca)
- By phone at (613) 580 – 2765
- In person or by mail, 245 Centrum Blvd, Orléans, ON K1E 0A1

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the **Administrative Officer** and the **Executive Director**. Customers can expect to hear back in within 5 business days.

The Ottawa School of Art ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## Notice of Availability of Documents

The Ottawa School of Art notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the website at [artottawa.ca](http://artottawa.ca)

and will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a reasonable timely manner and, at no additional cost.

## Information and Communications

The Ottawa School of Art has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

## Employment

The Ottawa School of Art will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, the Ottawa School of Art will also provide customized emergency information to help an employee with a disability during an emergency. With the

employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

The Ottawa School of Art will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

### **Design of Public Spaces**

The Ottawa School of Art will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

Service counters, waiting areas, studios and washrooms.

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces. (example: the elevator is regularly serviced).

### **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.