



## **ONTARIO LABOUR RELATIONS BOARD ACCESSIBILITY POLICY**

### ***Policy on accessibility standards for customer service***

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the Board has established the following policies, practices and procedures governing the provision of its services to persons with disabilities. The services are designed to conform with Ontario Regulation 191/11, *Integrated Accessibility Standards*.

The Board makes every effort to ensure that its policies, practices and procedures are consistent with the principles described in the Regulation, namely:

- The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- When communicating with a person with a disability, the Board shall do so in a manner that takes into account the person's disability.

### **Assistive devices**

Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using the Board's services. If necessary, the Board will provide other measures to enable a person with a disability to obtain, use or benefit from the Board's services.

**Service animals**

Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter the Board's premises and keep their animal with them, unless the animal is otherwise legally excluded from the premises. If the animal is legally excluded, the Board will provide other measures to enable a person with a disability to obtain, use or benefit from the Board's services.

**Support persons**

Persons with disabilities who are accompanied by a support person will be permitted to enter the Board's premises with their support person, and the Board will ensure that the person with a disability is not prevented from having access to their support person while both are at the Board.

**Temporary disruptions**

If the Board is required to disrupt its particular facilities or practices that usually accommodate a person with a disability, the Board will provide notice to the public of the disruption, including the reasons for it, the duration of the disruption, and a description of alternative facilities or services that may be available.

**Training**

Board staff will be trained in the provision of services to persons with disabilities. The training shall include:

1. how to interact and communicate with persons with various types of disability, including those who rely on assistive devices, service animals or support persons;
2. how to use any of the Board's equipment that is available for persons with disabilities; and
3. what to do if a person with a disability is having difficulty accessing the Board's services.

The Board will maintain a record of its training efforts.

## **Feedback**

Persons who wish to comment on the Board's provision of services for persons with disabilities may do so by contacting the Registrar/Director at:

Catherine Gilbert, Director/Registrar  
Ontario Labour Relations Board  
2 – 505 University Avenue  
Toronto, Ontario M5G 2P1  
T: 416-326-7500  
Toll free: 1-877-339-3335  
TTY: 416-212-7036  
E: [catherine.gilbert@ontario.ca](mailto:catherine.gilbert@ontario.ca)

This document is available in French.

## **Copies of this policy**

If the Board is required to provide a copy of this policy to a person with a disability, the Board will give the person this document, or the information contained in it, in a format that takes into account the person's disability. Alternatively the person with a disability and the Board may agree on a different format for the document or information.