

## ACCESSIBILITY POLICY

Section: HR  
Subject: **ACCESSIBILITY**  
Effective Date: November 2022  
Policy No. 3.08

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### 1. PURPOSE

The purpose of this policy is to outline Canada's National Ballet School's ("NBS", "the School") practices and procedures to meet the obligations of the *Accessibility for Ontarians with Disabilities Act* ("AODA") and Ontario's accessibility laws. The School, through this policy, establishes and implements practices and procedures consistent with its goal of accessibility for all.

### 2. SCOPE

This Policy applies to all NBS employees.

### 3. POLICY STATEMENT

Canada's National Ballet School is committed to ensuring equal access and participation for people with disabilities. We are committed to supporting people with disabilities in a way that allows them to maintain their dignity, independence and wellbeing.

NBS acknowledges that persons with disabilities are less likely to be employed and face more barriers in the workplace. We believe in offering a work environment in which all employees can meaningfully perform their jobs and participate in NBS programs and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by identifying, removing and preventing barriers to accessibility and meeting our accessibility requirements under AODA and Ontario's accessibility laws.

NBS is dedicated to making our organization stronger by engaging individuals with a wide range of experiences, backgrounds and abilities.

### 4. GUIDELINES

- 4.1 Every reasonable effort will be made to ensure that services offered by the School are provided in such a way that the key principles of independence, dignity, integration and equality of opportunity are respected. Reasonable efforts will be made to ensure that people with disabilities have the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable the person to access our services.
- 4.2 People with disabilities may use their own personal assistive devices, or those that may be provided by the School while obtaining any services provided in any premise of the School. A person with a disability may enter any premise of the School with their assistive device unless not allowed by law. If the device is not allowed by law, the person will be so advised and alternate options will be explored. If barriers to the use of an assistive device exist on our premises, these barriers, where reasonably possible, will be removed.

Service animals are welcome to enter our premises with any person with a disability, except where animals are not allowed by law. Where an animal is not allowed by law, alternate options will be explored to provide the service to the person with a disability. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to the exclusion of a service animal. It is the School's expectation that the situation be fully analyzed and all measures to eliminate the risk be considered.

Support persons are permitted to go with any person with a disability in any area, on our School premise. This will include attendance at any meetings or interviews. Depending on the circumstance, it may be appropriate for permission to be obtained from the person with the disability for their support person to attend a meeting or interview which could be considered private or confidential. This permission can take many forms, depending on the specific needs of the person with the disability, and may include written or verbal permission, a nod of the head, or otherwise. Permission should be documented by School staff. If there is an admission fee payable as a result of the person's attendance at the premise, notice shall be given in advance about the amount, if any, payable by the support person.

- 4.3 If there is a temporary disruption of our facilities or services typically used by people with disabilities, notice of the disruption will be provided. Notice will include information about the reason for the disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available. Notice may be given by posting information at the premise, on the School website, voice messaging or any other reasonable alternative in the particular circumstances. It is expected that consideration will be given to people with disabilities who will be most affected by the disruption and steps will be taken to ensure that the information about the disruption will be communicated in a way that best supports their needs.
- 4.4 The School will ensure that the following persons receive training about the provision of its services to persons with disabilities:
- those who deal with members of the public or other third parties on behalf of the School, whether as an employee, volunteer or agent
  - those who participate in developing the School's policies, practices and procedures governing the provision of services to members of the public or other third parties
- 4.5 We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. The training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and address the following matters:
- purpose of the AODA, 2005 and the requirements of the Customer Service Standards
  - our policies related to the Customer Service Standards

- how to effectively support and communicate with persons with various types of disabilities
  - how to support persons with disabilities who use an assistive device or require the assistance of a service animal or support person
  - how to use the equipment or devices available on School premises or otherwise that may help with providing goods, services or facilities to people with disabilities, including:
    - wheelchairs or walkers
    - hearing or visual aids
    - specialized computer hardware/software
  - what to do if a person with a particular disability is having difficulty accessing School services
- 4.6 Training will be provided to each person as soon as practicable after assignment of applicable duties. Ongoing training will also be provided in connection with any changes to the policies, practices and procedures relating to the provision of services to people with disabilities. Records of the training will be kept including the dates on which the training is provided and the number of individuals to whom it was provided.
- 4.7 Any person wishing to provide feedback to the School about the manner in which it provides services to people with disabilities may do so in a variety of ways, including in person, by contacting our EDI (Equity, Diversity and Inclusion) Line at 437-328-5226, by text or phone call (EDI Line), by email at [edi@nbs-enb.ca](mailto:edi@nbs-enb.ca), or by some other communication technology. Feedback is forwarded to the attention of the Human Resources (HR) Manager. Upon receipt the matter will be reviewed by the HR Manager or designate, and a response will be provided to the sender either verbally or in writing, as appropriate, concerning their feedback and any action which may have been taken as a result. We will consult with the person making the request in determining the best method of communication for them. If NBS determines that information or communications are unconvertible, the School shall provide the requestor with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information of communications. We notify the public about the availability of accessible formats and communication supports on our website. We meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.
- 4.8 Documents related to accessible customer service are available upon request by contacting our EDI Line. We will provide these documents in an accessible format or with communication support, upon 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 timely manner and at no additional cost.
- 4.9 We notify employees, job applicants and the public that accommodations can be made prior to or during the recruitment/hiring process and at any point during the employment relationship. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. When applicable, 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 that supports are available for those with disabilities as soon as practicable

after they begin their employment.

Accommodations are also available throughout the employment relationship. Employees can request accommodation(s) by contacting the EDI Line at [edi@nbs-enb.ca](mailto:edi@nbs-enb.ca). NBS provides updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability. We 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 consult with the person making the request in determining the suitability of an accessible format of communication supports specifically for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

- 4.10 Where needed, we provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we may provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We provide the information as soon as possible after we become aware of the need for accommodation due to the employee's disability. We review the individualized workplace emergency response information when:
- the employee moves to a different location on our premises
  - the employee's overall accommodation needs or plans are reviewed
  - NBS reviews its general emergency response policies
- 4.11 We have a written process to develop individual accommodation plans for employees. We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- 4.12 Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.
- 4.13 When building or making major changes to public spaces, we are committed to meeting accessibility laws. Our public spaces include:
- accessible visitor parking
  - service-related elements like service counters, fixed queueing lines and waiting areas
  - our theatre
  - our venue rental space
  - our retail shop
- 4.14 Any NBS policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

#### **REFERENCES AND RELATED STANDARD PRACTICES**

*Accessibility for Ontarians with Disabilities Act, 2005*  
*Ontario Human Rights Code*

#### **FORMS/ATTACHMENTS**

None