

Integrated Accessibility Standards Policy

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is an Ontario law mandating organizations to follow standards in order to become more accessible by identifying, removing and preventing barriers for people with disabilities. The goal for the province is to be fully accessible by 2025. All levels of government, private sectors, and non-profits must comply with this legislation.

This policy consists of five parts: Part 1 General Standards, Part 2 Information and Communication Standards, Part 3 Customer Service Standards, Part 4 Employment Standards and Part 5 Design of Public Spaces.

Part 1: General Standards

1. Our Commitment

The Royal Conservatory of Music ("RCM") is committed to treating all people in a manner that respects their dignity and independence. The RCM believes in integration and equal opportunity that is inclusive for all people. As such, the RCM is committed to improving accessibility in a timely manner and will do so by identifying, preventing, and working to find solutions to barriers to participation. The RCM has met the requirements consistent with the applicable legislation.

The RCM is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. The RCM 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 other law.

2. Accessibility Plan

The RCM has developed, documented and will maintain an accessibility multi-year plan that outlines our strategy to address current barriers, prevent and remove future barriers and our approach to establishing accessible products, programs, services, employment, and workplaces for persons with disabilities.

The accessibility plan will be reviewed and updated at least once every 5 years and is posted on the website. Upon request, the RCM will provide a copy of the Accessibility Plan in an accessible format.

3. Training

The RCM will ensure that training is provided on the requirements of accessibility standards referred to in the Regulation and on the *Human Rights Code*, as it pertains to persons with disabilities, to:

- all employees and volunteers
- all persons who participate in developing the RCM's policies; and,

- all other persons who provide products, services and facilities on behalf of the RCM, as needed to perform the duties of their jobs and according to the requirements of their roles

This training will be provided as soon as practicable and will be appropriate to the duties of the employees, volunteers and other persons. Training, on an on-going basis will be provided on any changes to the policies and when new employees join the RCM.

Part 2: Information and Communication Standards

4. Accessible Formats and Communication Supports

Upon request, the RCM will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Accessible formats provide alternatives to standard print and are accessible to people with disabilities. Examples of accessible formats include, audio and electronic formats such as DVD's and CD's, screen readers and large print etc.

Communication supports are resources or services that individuals with disabilities may need to access information. Examples of communication supports include reading the information aloud; text transcripts of visual and audio information and captioning or audio description, plain language, sign language and written notes.

The RCM will consult with the person making the request in determining the suitability of an accessible format or communication support.

The RCM will also notify the public about the availability of accessible formats and communication supports.

5. Accessible Websites and Web Content

RCM is committed to ensure that our websites, including web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, as outlined in our strategic plan, except where this impracticable.

6. Emergency Procedures

The RCM will make available its public emergency procedures, plans or public safety information in accessible formats or with communication supports, as soon as practicable, upon request, in consultation with the person with the disability.

Part 3: Customer Service Standards

7. Integration and Equal Opportunity

Reasonable efforts will be made to ensure that people with disabilities have the same opportunity of access to our products and 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 the service.

Assistive Devices

Individuals with a disability are welcome to bring and use their own assistive devices on all RCM premises. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, the person will be advised and reasonable alternate options will be explored.

Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations and can include:

- Wheelchairs
- Hearing assistive receivers;
- Close captioning systems;
- Live descriptive services.

Individuals using assistive devices are invited to contact the specific RCM department or service area directly prior to their visit to ask about any physical or sensory barriers that they might encounter while on the premises and possible accommodations that can be made.

Our staff and volunteers are aware of available assistive devices offered by RCM and how to support their use.

8. Service Animals

RCM welcomes customers with disabilities and their service animals. Service animals are permitted on all parts of the organization premises and event sites which are open to the public, as long as they remain under the control of the person requiring its service, and their presence is not otherwise excluded by law.

If it is not readily apparent whether an animal accompanying a customer is a service animal, the RCM may choose to request a letter from a physician, nurse practitioner or from a regulated health professional, confirming that the person requires an animal for reasons relating to the disability. Also, 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.

9. Support Persons

The RCM welcomes individuals with disabilities, who are accompanied by their support person. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on the RCM premises.

If there is an admission fee payable as a result of the support person's attendance, when advised notice will be given in advance about the amount payable by the support person.

10. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to the RCM's services or facilities which is typically used by people with disabilities, the organization will make every effort to inform customers, either in advance or as soon as is possible.

The RCM will post a notice in relevant locations informing customers of the reason for the disruption, its anticipated duration, if available, and a description of alternative facilities or services, if available.

11. Process to Receive and Respond to Feedback

The RCM welcomes feedback on how we provide accessible services. Feedback will help us identify barriers and respond to concerns.

Any person who wish to provide feedback on the way the RCM provides products, services or facilities to people with disabilities can provide feedback by contacting:

Nancy Vincent
Vice President, Human Resources

By email at: nancy.vincent@rcmusic.ca

By telephone at: 416 408-2824 extension 547

By Mail at: Att: Nancy Vincent
 The Royal Conservatory of Music
 TELUS Centre for Performance and Learning
 273 Bloor Street West
 Toronto, Ontario, Canada M5S 1W2

The patron is requested to provide their name and contact information (phone, e-mail).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the customer service standard does not require a response to be provided for all feedback).
- Customers can expect to hear back in 5 business days.

12. Accessible Customer Service Training

Customer Service Training is provided to all RCM employees, volunteers, and any other persons who provide products, services or facilities on behalf of the RCM, as needed to perform the duties of their jobs and according to the requirements of their roles.

Training will include:

- The purpose and requirements of relevant accessibility legislation;
- How to interact and communicate with persons with different disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;
- RCM policies, practices and procedures relating to accessibility legislation and providing accessible customer service.

Part 4: Employment Standards

13. Recruitment, Assessment or Selection Process

The RCM will notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.

Job applicants will be notified on the RCM's Career Page to request accommodations at any point during the recruitment and selection process or 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.

If a selected applicant requests an accommodation, the RCM will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

14. Notice to Successful Applicant

When making offers of employment, the RCM will notify the successful applicant of our policies for accommodating employees with disabilities.

15. Informing Employees of Support Available

The RCM will continue to inform our employees of our policies (and any updates to policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

16. Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, the RCM will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform their job and any information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, the RCM will consult with the employee making the request.

17. Documented Individual Accommodation Plans

The RCM will maintain a written process for the development of documented individual accommodation plans for employees with disabilities, upon request.

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

The accommodation plan will be reviewed and updated:

- When an employee changes jobs;
- When the employee needs an accommodation change;
- When an employer's policies and practices change.

If the accommodation request is denied, the reasons for the denial will be provided to the employee in an accessible format.

18. Workplace Emergency Response Information

The RCM will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary. Where the employee requires assistance, the RCM will, with the consent of the employee, provide the workplace emergency response information to the person designated by the organization to provide assistance to the employee.

19. Return-to-work Process

The RCM maintains a documented return-to-work process for our employees 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 outlines the steps RCM will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return-to-work process will not replace or override any other return-to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).

20. Performance Management, Career Development, Advancement and Reassignment

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

Part 5: Design of Public Spaces

21. Design of Public Spaces

The RCM will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Procedures for preventative and emergency maintenance of the accessible elements of public spaces are included in the multi-year plan.