

Accessibility for Ontarians with Disability Act (AODA) Policy

Policy #: 017
Created: April 2022
Amended: N/A

1.0 Purpose and Commitment

The Bereavement Authority of Ontario (BAO) is committed to creating an accessible and welcoming environment for people with disabilities.

The BAO complies with applicable laws in ensuring accessibility. The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is a law that sets out a process for developing and enforcing accessibility standards. (Persons with disabilities and industry representatives work together with the government to develop the standards.)

The BAO complies with the Government of Ontario's AODA, and the province's accessibility standards within the government's category of workplaces with one to 49 employees.

2.0 Principles

The BAO's accessibility commitment is to meet the requirements of the AODA by:

- Providing accessible services and information
- Removing barriers
- Maintaining an accessible work environment
- Supporting a workplace culture that is respectful of individual needs

3.0 Application and Scope

We are committed to ensuring our policies, practices and procedures respect the dignity and independence of people with disabilities. This commitment applies to:

- Consumers
- Members of the public
- BAO licensees, employees, prospective employees, and Board members

3.1 - Practices

BAO practices will guide our employees and Board members on:

- Communicating with people with disability-related needs
- Interacting with and/or assisting people using assistive devices or requiring the assistance of a designated service animal or a support person
- Providing safe evacuation for people with disabilities during an emergency

3.2 Training

All BAO employees and Board members will receive online accessibility training, approved by the Government of Ontario, on how to meet the needs of people with disabilities.

4.0 Communication

The BAO provides information through:

- The BAO public website
 - Our website is AODA compliant and follows Web Content Accessibility Guidelines (WCAG) 2.0 international standard for web accessibility, developed by the World Wide Web Consortium (W3C). By meeting the WCAG 2.0 standards BAO web content is accessible, especially for people with disabilities and for all user agents, including devices such as mobile phones.
- Publications
 - Upon request, the BAO will endeavour to provide publications, and/or processes for receiving and responding to communications, in accessible formats. We will provide these at the same cost charged to others.
- Presentations, events and meetings
 - We endeavour to make appropriate accommodations in BAO communications and events. When we host events, we will do so in a facility that meets accessibility requirements defined in the AODA.
- Responding to emails from consumers, the public and licensees – while endeavouring to meet their accessibility needs
- Responding to phone calls from consumers, the public and licensees – while endeavouring to meet their accessibility needs
- Licensee mass emails, such as Registrar’s Directives and Notices, which are also posted on our public website – while endeavouring to meet their accessibility needs

- News media relations – while endeavouring to meet the accessibility needs of journalists and broadcasters

5.0 Hiring

The BAO welcomes and encourages applications from people with disabilities. Accommodations for people with disabilities are made available by the BAO upon requests from job applicants or candidates.

The BAO encourages people with disabilities to inform our human resources staff of their needs so that we can endeavour to accommodate them in the recruitment and/or interview process. This may include the BAO providing alternate formats of materials, accessible meeting rooms or other accommodations.

6.0 Assistive devices and measures

The BAO will accommodate people with disabilities, who use assistive devices or require additional measures, when attending our public meetings or events. We will endeavour to make modifications to our environment to accommodate accessibility requests when a consumer, member of the public, BAO licensee, employee, prospective employee or Board member needs an assistive device or accommodation.

7.0 Use of service animals and support persons

We are committed to welcoming people with disabilities, who are accompanied by a designated service animal or support person, at the BAO office and wherever we host meetings and events.

8.0 More information

For more information on BAO accessibility, we welcome people to contact us by:

Email – Info@TheBAO.ca

Toll-free # – 1-844-493-6356

Mail – Attn: HR
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