



# ACEP-CAPE

# Accessible Member

# Service Policy

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## **Object & Purpose**

At **ACEP-CAPE** (the “**Association**”), we are committed to a world where no worker is left behind, and all workers, including those with disabilities, are treated with equity and care. We recognize that Disability Justice is a longstanding and essential pillar of the labour movement, and we are proud to contribute to its ongoing development. The Association strives not only to meet but to exceed the minimum requirements for accessibility. Our goal is to be proactive, reducing the need for individual disclosure and advocacy by creating an environment where accessibility is the standard, not the exception. We are dedicated to serving all our members with excellence and a deep respect for the collective efforts that have shaped this movement.

The purpose of this policy is to meet service delivery expectations while serving members with disabilities. We are committed to ensuring that persons with disabilities have equal access to our services and receive the same quality of services, in a manner that respects their dignity and independence. This policy has been adopted pursuant to the ***Accessibility Standards for Customer Service*** enacted under the ***Accessibility for Ontarians with Disabilities Act, 2005*** (the “**AODA**”), but it reflects the longstanding practice and commitment of our Association to accommodate the rights of persons with disabilities in the provision of our services, and to eliminate barriers that may impede access to our services.

Our commitment is, in part, demonstrated in the following ways:

### **Communication**

Our team recognizes and respects that individuals have diverse language and communication needs. To support this, all employees receive training on inclusive communication that is conscious of disability. This includes using plain language, offering written materials in accessible formats, and respecting preferred communication methods such as text, sign language, or speech. Also, we understand the importance of avoiding discriminatory or biased language. We are committed to ensuring our language and

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interactions are considerate of all forms of disability, whether visible or non-visible.

### **Assistive Devices**

While we do not provide assistive devices, we welcome members and visitors to use their own. We will make reasonable efforts to ensure our services are accessible to persons with disabilities. All employees will be trained on how to interact with people using various assistive devices

### **Support Persons**

We welcome members and visitors who are accompanied by a support person to our premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while in our office. All employees of our Association receive training on how to interact with people who are accompanied by a support person and understand the procedures and practices for managing confidential information and communications.

CAPE trusts that people with disabilities know their own needs and will bring a support person when necessary. CAPE requests the person with disabilities communicate with CAPE ahead of their visit if they are bringing a support person, please contact our Accessibility Coordinator at [inclusion@acep-cape.ca](mailto:inclusion@acep-cape.ca) to discuss.

### **Service Animals**

We welcome members and visitors who rely on service animals. We will ensure that individuals are comfortable bringing a service animal into our premises and that the animal's working role will be respected at all times. All employees of our Association will be trained on how to interact properly with people who rely on service animals.

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Please note that this policy is part of a larger policy family we have at CAPE including our 2024 to 2029 Multi-Year Accessibility Plan, and various guideline policies including those for Respectful Communication with People with Disabilities, Interacting with Someone who uses an Assistive Device, Interacting with Someone who relies on a Service Animal, and with Someone who is Accompanied by a Support Person.

### **Training**

We provide training to our employees in the above-noted areas as part of our orientation for newly hired employees, as well as ongoing training whenever changes are made to relevant policies or procedures. Training will also be provided to the Directors of the Association's National Executive Committee.

### **Notice of Temporary Disruption**

Should there be a planned or unexpected disruption in our services, we will notify our members in a timely manner. We will post on our website, our social media accounts, and at all public entrances to the Association a notice that will include, where known, information about the reason for the disruptions, its anticipated length of time and a description of alternative facilities, if available.

### **Feedback**

Our goal is to ensure unimpeded access to our services for all persons with disabilities, in a manner that respects their dignity and independence and is consistent with the principles of integration and equal opportunity. We welcome and appreciate feedback on [our accessibility policies](#).

Feedback can be provided to us by phone or in writing by email, fax, regular mail or personal delivery. If you prefer to provide feedback in person, an appointment

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can be arranged by our staff. Please address your feedback or appointment request to the following individual:

### **Accessibility Coordinator**

ACEP-CAPE  
350 Albert Street, Suite 1800  
Ottawa, ON K1R 1A4

Telephone: 613-236-9181  
Toll free telephone: 1-800-265-9181  
Fax: 613-236-6017  
Email: [inclusion@acep-cape.ca](mailto:inclusion@acep-cape.ca)

The privacy and confidentiality of individuals who contact us will be respected. However, we also welcome anonymous feedback.

We will acknowledge all feedback (except anonymous feedback) within ten (10) business days. Please note that follow-up may be required.

All feedback will be reviewed to determine possible actions to improve our service delivery. Where possible, feedback will be addressed within ten (10) business days, depending on the complexity of the concern and the necessary changes.

If additional time is required beyond this, individuals will be notified of the estimated timeline and the specific actions being taken by the Association.

We are committed to responding to all feedback with sensitivity to everyone's lived experience. If you require accommodations or would like to discuss how these guidelines can be adjusted to better suit your needs, please contact our Accessibility Coordinator at [inclusion@acep-cape.ca](mailto:inclusion@acep-cape.ca).

## **Related Policies**

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This policy applies and should be read in conjunction with our Association's other policies that affect the provision of services to members and visitors with disabilities.

Those accessibility policies include:

- ACEP-CAPE 2024 to 2029 Multi-Year Accessibility Plan
- Respectful Communication with People with Disabilities
- Guidelines for Interacting with Someone who uses an Assistive Device
- Guidelines for Interacting with Someone who relies on a Service Animal
- Guidelines for Interacting with Someone who is Accompanied by a Support Person

The above listed policies are available upon request and, where possible, returned to you in the format requested within 10 business days.