# Islamic Relief Canada Accessibility Policy

## 1. Statement of Commitment to Accessibility

Islamic Relief Canada (IRC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all employees, volunteers, and visitors. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA).

## 2. Purpose

The purpose of this Accessibility Policy is to help guide IRC employees, volunteers, board members, and representatives in providing equitable services to all. IRC seeks to develop and maintain policies and procedures that promote the dignity, integration, independence, and safety of persons with disabilities.

## 3. Definitions

**Accessible Format:** Accessible and alternate formats may include but are not limited to large print, recorded audio and video and electronic formats, braille and other formats usable by persons with disabilities.

**Assistive Device**: A device used to assist persons with disabilities in carrying out activities or in accessing the services and facilities. Assistive devices may include but are not limited to wheelchairs, walkers, canes, oxygen tanks, and electronic communication devices.

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability:**

a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes: diabetes mellitus, epilepsy, a brain injury,

any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device;
b) A condition of mental impairment or a developmental disability;
c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
d) A mental disorder; or
e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997.

**Guide Dog**: Guide dog is defined in section 1 of the *Blind Persons' Rights Act* and means a dog trained as a guide for a blind person and having the qualifications prescribed by the Act.

**Service Animals:** Working animals that have completed training qualifications to assist a Deaf, disabled, or neurodivergent person to address needs related to their disability or condition. Under the AODA, service animals can be readily identified by appropriate vests or harnesses worn by the animal or through documentation provided by one of the regulated health professionals noted in the AODA, confirming that the animal is required for reasons relating to a person's disability.

**Support Person**: In relation to a person with a disability, a support person accompanies them to assist with communication, mobility, personal care, medical needs or with access to goods and services.

# 4. Customer Service Procedures

## 4.1 Accessible Communication

When communicating with others, Islamic Relief Canada will do so in ways that take into account a person's disabilities and requested communication formats. We will work with individuals to determine and provide the method of communication works best for them (for example, email, phone, in-person, providing verbal descriptions of visual content, providing alternate formats such as large print or plain text instead of graphics, where possible).

Training will be provided to IRC employees and volunteers on how to interact and communicate with people with various types of disabilities. We will make every effort to provide communication in accessible formats and with communication supports in a timely manner.

## 4.2 Notification of Accessible Formats

Islamic Relief Canada notifies the public that information and communication are available in accessible and alternate formats, upon request and where possible. Accessible formats may include electronic files, plain text, large print formats, or audio format.

IRC will address accessible communication and format requests and provide the same or similar information (for example, a summary or description of requested information) at no additional cost.

Requests for IRC information or communications in an accessible or alternate format can be made by email, phone, mail, or in person at:

Islamic Relief Canada
3501 Mainway, Burlington, ON L7M 1A9
1-855-377-4673
feedback@islamicreliefcanada.org

## 4.3 Accessible Websites and Web Content

IRC will ensure that information on its public website and any web content controlled or managed by IRC will meet or exceed AODA requirements (for example, Web Content Accessibility Guidelines (WCAG) 2.0, Level AA or higher) or be available in an alternate format, upon request.

## 4.4 Accessible Emergency Information

IRC is committed to providing employees and visitors with emergency information in an accessible way.

IRC will also provide employees with disabilities with individualized emergency response information and, when requested, support during emergencies and evacuations.

## 4.5 Feedback

Islamic Relief Canada is committed to providing high quality and accessible facilities, goods, and services. Feedback is always welcome, as it helps identify accessibility barriers and areas that may require changes as we work towards ongoing service improvements.

Feedback can be provided by any IRC visitor, employee, volunteer, or any member of the public through any of the following ways:

- Online at the IRC Accessibility page by submitting an Accessibility Feedback Form (with the option to submit feedback anonymously)
- In person or by mail:
  Islamic Relief Canada
  3501 Mainway
  Burlington, Ontario L7M 1A9
- By Phone:1-855-377-4673
- By Email: feedback@islamicreliefcanada.org

Accessibility feedback will be received by the appropriate department, typically the IRC Donor Relations Department or Human Resources. Where feedback is accompanied by contact information and a request for a response, persons providing feedback can expect an acknowledgment of their message within five (5) business

days. Additional follow-up, if necessary, will be provided within thirty (30) days in the format that feedback was provided or in the accessible format requested.

Employees and volunteers will be trained on the IRC accessibility feedback procedure during onboarding and will receive annual accessibility refresher training.

If any IRC policy, procedure, service, or facility changes are affected or updated based on feedback, appropriate information will be updated. Notifications and training regarding relevant changes will be provided to appropriate IRC employees and volunteers in a timely manner.

## 4.6 Notice of Disruption of Accessible Services

Islamic Relief Canada is aware that consistent and reliable operation of its services and facilities is important to the public. However, temporary disruptions in IRC's services and facilities may occur due to reasons that may or may not be within IRC's control or knowledge.

In the event of a planned or unexpected disruption of facilities or services usually used by people with disabilities (for example, accessible ramps, parking, washrooms, etc.), IRC will notify the public at the point of disruption, at the main entrance and, for employees, by staff email.

Notice will include:

- Information about the service or facility with disrupted access;
- Reason for the disruption;
- Anticipated duration of the disruption;
- A description of alternate accessible facilities or services, if any, that are available; and
- Contact information for immediate questions, additional information, or feedback.

In cases where a disruption to facilities or services is unplanned, IRC will provide public notice as soon as possible.

Public notice may be provided in various appropriate formats (for example, posting information in relevant visible locations, and/or on the IRC website (https://www.islamicreliefcanada.org) for lengthy or planned disruptions) and methods that are reasonable under the circumstances.

## 4.7 Assistive Devices

A person with a disability may use their own assistive device for the purpose of obtaining, using, or benefiting from IRC's facilities, goods, and services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, IRC will make every effort to use other measures to ensure the person with a disability can access our services or facilities.

It is the responsibility of the person with a disability and, if applicable, their support person, to ensure that assistive devices are operated in a safe and controlled manner at all times.

### 4.8 Support Persons

A person with a disability who is accompanied by a support person and needs to access IRC's facilities, goods, and services, is welcome to be accompanied by their support person while accessing public sites owned or operated by IRC.

Information regarding IRC events will also indicate any necessary arrangements or accommodation requests that may be required on an individual basis with the event organizers in advance of the event. For example, to accommodate a person with a disability and their support person at an event where attendance is by pre-arranged seating, advance booking may be required.

### 4.9 Service Animals

Islamic Relief Canada will ensure that persons with a disability who are accompanied by a guide dog or other service animal are permitted to enter public sites owned or operated by IRC. Persons using service animals may keep the service animal with them unless the animal is otherwise excluded by law (for example, where food is being prepared commercially).

If the service animal is excluded by law, IRC will make every effort to enable the person with a disability to access or benefit from the same or similar IRC services, goods, or facilities.

IRC will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

If an animal accompanying a person cannot be identified easily as a service animal, IRC staff or volunteers might ask the person to provide service animal certification (for example, documentation from a regulated health professional). Documentation from a regulated health professional needs to verify the need for a service animal and a description of the service animal for the person accompanied by the animal; documentation is not required to describe the person's disability or the specific purpose of the animal.

It is the responsibility of the person with the disability to ensure their service animal is in their care and control at all times.

## 5. Training

Islamic Relief Canada is committed to training all employees and volunteers on the AODA, aspects of the Ontario Human Rights Code that relate to persons with disabilities, and applicable IRC accessibility policies and procedures.

Accessibility training for new employees and volunteers will be included in IRC orientation and onboarding packages.

AODA and accessibility training content will include:

- A review of the purposes and principles of the AODA;
- The requirements of the Accessibility Standard for Customer Service (Ontario Regulation 429/07);
- Instruction on IRC policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal;
- What to do if a person with a particular type of disability is having difficulty accessing IRC goods or services; and
- IRC accessibility policies and procedures relevant to their role and responsibilities.

Additional training on the AODA and accessibility policies and procedures will be provided when applicable legislation changes, when an employee's or volunteer's role and responsibilities change, and when IRC accessibility policies or procedures change.

IRC's HR Department will keep records of training delivered to employees and volunteers, including the date on which training is provided, the names of individuals who participated, and the nature of the training that is provided.

# 6. Accessible Recruitment and Employment Procedures

IRC is committed to fair and accessible employment practices. All employees receive information on the organization's accessible employment and accommodation policies.

## 6.1 Recruitment

IRC will share information about the availability of accommodations for applicants with disabilities throughout its recruitment process.

When open positions are posted, appropriate messaging and contact information to request accommodations will be provided.

> Islamic Relief Canada is committed to providing inclusive employment opportunities. Accommodation requests are invited at all stages of IRC recruitment, hiring, and employment processes. We make every effort to provide reasonable accommodations in a timely manner. If you have any accommodation requests or questions regarding the hiring process, contact us at careers@islamicreliefcanada.org or 1-855-377-4673.

When interviews are scheduled, the interview process will be described briefly and interviewees will be asked if any accommodations are required in order to participate in the process.

Successful applicants will be notified about IRC's accessible employment and accommodation policies as part of their offer of employment.

### 6.2 Employee Workplace and Emergency Supports

IRC will provide all employees with access to its accessible employment and accommodation policies, which describe procedures available to support employees who identify as Deaf, disabled, or neurodivergent or requiring support or workplace accommodations to perform their job.

Upon an employee's request, Human Resources will consult with the employee to assist in identifying accessible formats and communication supports for:

- information that is needed to perform the employee's job; and
- information that is generally available to employees in the workplace.

All employees will be asked during onboarding and during performance management reviews if individual workplace emergency response support is necessary. If an employee indicates that support is required during an emergency or evacuation, this information will be reviewed with the employee and IRC will make every effort to provide appropriate and reasonable supports.

Throughout an individual's employment with IRC, they will have ongoing access to individual accommodation and emergency support requests and plans, as well as accessible information and support during performance management, career development, and return-to-work processes.

## 7. Built Environment and Design of Public Spaces

IRC will make every effort to ensure that its facilities and public spaces are accessible and meet both the AODA Design of Public Spaces standards and the Ontario Building Code when building or making major modifications to public spaces.

## 8. Availability of Accessibility Policies and Procedures

The Islamic Relief Canada Accessibility Policy, Accessibility Plan, and additional accessibility information are available on the IRC Accessibility page and upon request. Documents and information are available in alternate formats, upon request.

## 9. Policy History

| | |
|---|---|
| Created On | December 2025<br>[updated from a previous accessible customer service policy dated April 2025] |
| Last Reviewed On | March 2026 |
| Approved By | Chief Financial Officer |
| Next Review Scheduled | December 2026 |