



Accessibility at Jewish Federation of Ottawa

Commitment to accessibility

Jewish Federation of Ottawa (Federation) is committed to offering products and services to persons with disabilities, in ways that are consistent with the principles of dignity, independence, integration and equal opportunity. The Federation has a core belief that everyone should be treated with courtesy and respect and made to feel welcome.

We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with accessibility laws and standards.

We support the intent of accessibility standards and their goal to provide accessible goods and services to persons with disabilities. We have taken a strategic approach to implementation by establishing a Steering Committee and Working Group. The Steering Committee is comprised of senior leaders, representing all areas of our organization and is responsible for ensuring the goals are achieved. The Working Group is comprised of representatives from appropriate areas within the company and reports into the Steering Committee.

This section summarizes what the Federation is doing to provide accessible goods and services to persons with disabilities.

Our vision

Through our collaborative community planning process and our Annual Campaign, the Federation raises and allocates funds to provide live-saving, life-changing and life-enhancing experiences for Jews in Ottawa and around the globe. The Federation works to translate Jewish values into social action through four pillars: Building, Educating, Helping, and Supporting.

Our mission is to advance and promote an exceptional quality of Jewish Life.

Our vision is a thriving Ottawa Jewish community that is inclusive, accessible, educated and engaged.



Our core values are:

1. Torah, chesed (loving-kindness)
2. K'lal Yisrael (Jewish peoplehood)
3. tzedakah (philanthropic giving), and
4. tikkun olam (repairing the world)

Enduring affinity and support for the Jewish State of Israel.

Our corporate values are:

1. Collaboration and partnership
2. Care, acceptance and respect for every individual
3. Transparency and accountability
4. Innovative and forward-thinking leadership

We believe that we have a clear responsibility to make a positive contribution to society that goes beyond our financial performance. Providing accessible products and services is a very important part of our goal to transform the Federation into a leader in enhancing lives for all.

Accessibility details

If you would like more information about accessibility at the Federation, we encourage you to review the following information or to contact Shari Cooper, Human Resources Manager via email at scooper@jewishottawa.com, or via telephone at 613-798-4696 extension 250.

General accessibility

Accessibility standards and regulations require the Federation to have a statement of commitment and accessibility policies.

This statement of commitment and an overview of our accessibility policies and procedures has also been posted on our associated websites: [Ottawa Jewish Community Foundation](#), [Ottawa Jewish Bulletin](#) and [Ottawa Vaad HaKashrut](#).



Customer service, communication and information commitments

The Federation is committed to offering products and services to persons with disabilities, in ways that are consistent with the principles of dignity, independence, integration and equal opportunity. The Federation has a core belief that everyone should be treated with courtesy and respect and made to feel welcome.

The Federation has put policies, procedures and processes in place to provide accessible customer service. Policies, procedures and processes will be reviewed on a periodic basis and cover the following:

Communication

How to communicate with persons with disabilities in ways that consider their disability. This means staff will communicate in a way that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities.

The Federation will communicate with persons with disabilities in ways that take into account their accessibility needs.

This means staff will communicate in a way that enables persons with disabilities to communicate effectively for purposes of using, receiving, and requesting goods, services and facilities.

Accessible formats and communication supports

How to provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, considering the person's accessibility needs due to disability. These documents will be provided at a cost that is no more than the regular cost charged to other persons.

Upon request, we will provide, or arrange for the provision of, accessible formats or communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

We will consult with the customer to determine the suitability of the accessible format or communication support.



Accessible websites and web content

The Federation will endeavor to make our public websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA. Work on ensuring that our external web content complies with WCAG 2.0, Level AA is an ongoing process, except where this is not possible.

Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and accessible to the public.

Assistive devices

The Federation is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

The Federation will ensure that staff are familiar with and can advise customers regarding the assistive devices that are available to help them access our goods and services.

Use of service animals and support persons

Persons with disabilities may bring their service animal on the parts of our premises that are open to the public.

Any person with a disability who is accompanied by a support person will be allowed to have that support person accompany them on company premises.

When support persons are required (e.g., sign language interpreters, real-time captioners, attendants) for company meetings, consultations, or events, the Federation will, upon request, pay support persons directly for their time and reasonable travel expenses, in accordance with company travel and hospitality guidelines.

On rare occasions where the Federation determines that, in compliance with other applicable laws, a support person or a service animal is unable to enter an area of the premises, we will suggest appropriate alternatives and provide assistance.

Self-service kiosk

The Federation will continue to consider accessibility needs when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.



Notice of temporary disruptions

The Federation will notify customers in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. The notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services that are available.

The notice will be placed at all public entrances and reception counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone recordings and/or on Company websites.

Training for staff

The Federation will provide customer service training to all staff who interact with our customers and who are involved in the development of customer service policies, practices and procedures. Training will be provided to new staff at the time of hire and to any current staff at the time they take on customer service responsibilities.

A training course will be provided in 2021 and will be expanded to all employees who interact with our customers and who are involved in the development of customer service policies, practices and procedures, regardless of their location.

The Federation will provide staff with training that includes:

- A review of the purposes of accessibility laws, accessible customer service standards, and human rights codes that relate to people with disabilities.
- Tips on how to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available on the Federation's premises, or otherwise, that may assist with the provision of goods or services to persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Federation's goods and services.
- The Federation's policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

Training will be provided to:

- All its employees and volunteers;



- All persons who participate in developing the Federation's policies; and
- All other persons who provide goods, services, or facilities on behalf of the Federation.

The training will be appropriate and geared towards the duties of the employees, volunteers and other persons. Training will also be provided when changes are made to the Federation's accessibility policies. The Federation will keep a record of the training it provides.

Design of public spaces

The Federation will focus on removing barriers in our buildings and public spaces.

- Buildings – As of January 1, 2015, new construction and renovations will reflect updated accessibility requirements as outlined by building codes.
- Public Spaces – Will be redesigned to meet accessibility standards where there is new construction and major changes to existing features.
- The Federation will maintain procedures for preventative and emergency maintenance of accessible elements in its public spaces.
- In the event of a planned service disruption to facilities and services that are relied upon by persons with disabilities to access the Federation's facilities and public spaces, notice of the disruption will be provided in advance. In the event of an unexpected disruption, notice will be provided as soon as possible.

Employment

Recruitment

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

Recruitment, assessment or selection process

The Federation will notify job applicants, 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 Federation 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.

Notice to successful applicants

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

Informing employees of support

The Federation will continue to inform its employees of its policies, and any updates to those 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 possible after commencing employment.

Accessible formats and communication supports for employees

Upon the request of an employee with a disability, the Federation will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, the Federation will consult with the employee making the request.

Workplace emergency response information

The Federation will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Federation is aware of the need for accommodation due to the employee's disability. The Federation will provide this information as soon as possible after becoming aware of the need for accommodation.

Where the employee requires assistance, the Federation will, with the consent of the employee, provide the workplace emergency response information to the person designated by the Federation, to aid the employee.

The Federation will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs, or plans are reviewed.



Documented individual accommodation plans

The Federation will develop, and document individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communication supports provided to the employee 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.

Return to work process

The Federation maintains a return-to-work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

The return-to-work process outlines the steps the Federation 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.

Performance management, career development and advancement, and redeployment

The Federation considers 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 redeploying employees.

Contact us

To provide feedback, submit inquiries or to request an alternate format of this plan, please contact Shari Cooper, Human Resources Manager via email at scooper@jewishottawa.com, or via telephone at 613-798-4696 extension 250.

Privacy will be respected, and feedback will be reviewed and addressed in accordance with the Federation's complaint handling protocols.

Customers can expect an acknowledgement within two business days and, in most cases, a response within fifteen business days of the receipt of the complaint.