

**Accessibility Policies for the Learning Disabilities Association of Ontario**

Approved by LDAO Board of Directors 2016

LDAO is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.  
  
**General**

LDAO is committed to training staff on Ontario’s accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.  
  
**Information and communication**

LDAO is committed to meeting the communication needs of people with disabilities.When asked, we will provide information and communications materials inaccessible formats or with communication supports. When it’s not possible to convert requested material, we will provide the individual making the request with an explanation as to why the information or communications are unconvertible, and a summary of the information or communications.

LDAO will consult with people with disabilities to determine their information and communication needs, and determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of our organization to deliver.  
  
**Feedback processes**

LDAO will accept feedback from the public in multiple formats, including email, phone, TTY, fax and letter. Feedback processes will be made accessible, on request, by arranging for accessible formats or communication supports as above.  
  
**Employment**

LDAO will notify prospective employees that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.