

ACCESSIBILITY TRAINING FOR VOLUNTEERS VIDEO

Supporting Document and Acknowledgment Form

Human Rights and Accessibility

Together, accessibility legislation and the Human Rights Code help to protect the rights of people with disabilities.

We will use the terms Human Rights Code, “the Code”, Human Rights Act and human rights legislation interchangeably. The Codes are all very similar, although there are some differences. The goal of human rights legislation is to provide for equal rights and create a climate of respect where everyone feels part of the community and can contribute to it fully. Under human rights legislation, people with disabilities must be free from discrimination where they work, live, and receive services.

The Human Rights Code applies to jobs, housing, and the provision of goods and services such as those offered by TSA. As part of your volunteer service with TSA, you must treat each person with dignity and respect, and not discriminate against anyone.

The Code lists several protected grounds, which typically include:

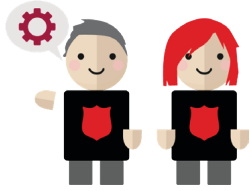
- citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age
- creed, religion
- sex/pregnancy, family status
- marital status
- sexual orientation, gender identity, gender expression.

Human Rights Codes have primacy. This means that all laws (with a few exceptions) must follow the Human Rights Code.

Accommodation

Accommodating the individual needs of people with disabilities is a legal duty under the Human Rights Code. Accommodating individuals allows them to benefit equally and take part fully in the workplace, housing, and other services. The most appropriate accommodation is the one that best meets the individual needs of the person with a disability. Accommodation means not denying people jobs or services in the first place if they can be accommodated.

There is no set formula for accommodation. Some accommodations can benefit many people, but what works for one person may not work for others. You must consider individual needs each time a person asks to be accommodated. Many accommodations can be made easily and inexpensively.



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Examples of accommodation include:

- Providing printed material in alternative formats such as electronic files, large print or verbally for when individuals seek to receive services from TSA
- Providing sign language interpreters or real-time captioning during worship services for people who are deaf or hard of hearing
- Offering flexible break times
- Modifying duties, retraining, or offering alternative tasks
- Installing automatic door openers and accessible washrooms

Sometimes, accommodation can be complicated. As a volunteer for TSA, your role is to try your best to accommodate clients, guests, and congregants as best you can. If you encounter a tricky situation, you must escalate it to the supervisor or ministry unit leader.

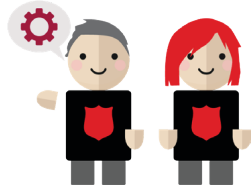
The Salvation Army has a Workplace Accommodation Policy whose scope includes Volunteers. If you have not received a copy of the policy, you can ask your ministry unit leader or supervisor to provide you with a copy of the policy.

Human Rights and Accessibility Legislation Work Together

Human rights and accessibility legislation work together in various ways to promote equality and accessibility. While the human rights legislation and accessibility legislation and standards work together, they have some important differences. Under the Human Rights Code, when a person with a disability needs accommodation, there is a duty to accommodate. This means organizations may need to provide an individualized response to an accommodation request.

Accessibility legislation such as the *Accessibility for Ontarians with Disabilities Act* and the *Accessibility for Manitobans Act* set accessibility standards that organizations must meet. Human rights principles help to inform and guide how accessibility standards are to be met.

Human Rights legislation and accessibility legislation and standards work together. They both promote equality and accessibility. They both use the same definition of disability.



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Conclusion

- The Human Rights Code and accessibility legislation are laws that work together.
- The Code protects every person's right to equal opportunities and to be free from discrimination.
- Don't create new barriers: Don't make changes to the way services are delivered that might reinforce or create new barriers. If you can see new ways of providing services that reduce barriers, please share them with your ministry unit leader or supervisor.
- Design inclusively: Make choices that work for as many people as possible, especially those with disabilities, while meeting individual needs.
- Favour integration over segregation: Usually the best accommodations allow people with disabilities to participate in similar ways with everyone else.
- Equal outcomes sometimes require different treatment: Different or separate accommodations may be necessary to help all people access TSA's services

I acknowledge that I have watched the Accessibility Training for Volunteers video and read the supporting document. I understand the content, requirements, and expectations of Human Rights and Accessibility as a volunteer with The Salvation Army.

I agree to adhere to the guidelines.

I understand that if I have questions, at any time, regarding accessibility, I will consult with my immediate supervisor or Human Relations representative.

Mission Partner Signature: _____

Mission Partner Printed Name: _____

Ministry Unit/Department Name: _____

Location: _____

Date: _____

Please complete this document and return to your immediate supervisor