



# Grand Lodge of Canada in the Province of Ontario Accessibility Policy

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This Accessibility Policy applies to the Grand Lodge of Canada in the Province of Ontario. This includes all staff, board members (board of general purposes), and volunteers.

This policy is intended to comply with the principles and guidelines set out in the *Accessibility for Ontarians with Disabilities Act (2005) (AODA)*.

## Statement of Commitment to Accessibility

The Grand Lodge of Canada in the Province of Ontario and its staff and volunteers throughout Ontario are committed to treating all individuals in a way that enables them to maintain their dignity and independence. Masonry stresses the principles of kindness, consideration, courtesy, dependability, and compassion. Our commitment to accessibility extends these principles to include those of the *Accessibility for Ontarians with Disabilities Act*. We are committed to ensuring a safe and welcoming environment for everyone and to providing equal opportunity, access and integration for people with disabilities. We are committed to ensuring compliance with all applicable federal and provincial accessibility laws and to identifying, removing, and preventing barriers to accessibility.

## Definitions

**Accessible, Accessibility:** Products, services, facilities or environments that can be accessed, used by, or understood by all people, including those with disabilities.

**Accessible or Alternate Formats:** Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by people with disabilities.

**Assistive Devices:** Any device used to assist people with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility;

- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; or
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices.

**Disability:** This policy uses the *AODA* and *Ontario Human Rights Code* definition of Disability, which defines a disability as:

- 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 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*; (“handicap”).

**Public spaces:** As defined by the *AODA*, public spaces include:

- Recreational trails/beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking;
- Accessible on-street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas.

**Service Animal:** An animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability:
  - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - ii. A member of the College of Chiropractors of Ontario.

- iii. A member of the College of Nurses of Ontario.
- iv. A member of the College of Occupational Therapists of Ontario.
- v. A member of the College of Optometrists of Ontario.
- vi. A member of the College of Physicians and Surgeons of Ontario.
- vii. A member of the College of Physiotherapists of Ontario.
- viii. A member of the College of Psychologists of Ontario.
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

**Support Person:** Any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services or facilities. The support person could be a paid personal support worker, a volunteer, a friend or a family member. They do not necessarily need to have special training or qualifications as long as they are identified by the person with a disability as their support person.

## Policies

### Training

The Grand Lodge of Canada in the Province of Ontario will provide *AODA* and accessibility training to all staff and volunteers. This training will be provided during the initial orientation prior to commencing duties and when changes are made to accessibility policies or procedures. The Grand Lodge of Canada in the Province of Ontario will also ensure that those who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on the *AODA* and the *Ontario Human Rights Code*.

### Information and Communication

The Grand Lodge of Canada in the Province of Ontario will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

### Accessible or Alternate Formats and Communication Supports

The Grand Lodge of Canada in the Province of Ontario will make every effort to provide or arrange for the provision of accessible or alternate formats and communication supports for people with disabilities in a timely manner and at no additional cost to the individual. The Grand Lodge of Canada in the Province of Ontario will take into account the information requested and the person's accessibility needs when responding to individual requests.

### Assistive Devices

The Grand Lodge of Canada in the Province of Ontario is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from goods, services, and facilities provided by the Grand Lodge of Canada in the Province of Ontario. Staff and volunteers will be trained how to interact with people with disabilities who use an assistive device.

### **Service Animals**

All Grand Lodge of Canada in the Province of Ontario premises that are open to the public, or to third parties that service the public, are committed to welcoming guests with disabilities to be accompanied by their service animal where they need to go. Staff and volunteers will be trained how to interact with people with disabilities who require the assistance of a guide dog or other service animal.

### **Support Persons**

The Grand Lodge of Canada in the Province of Ontario is committed to welcoming people with disabilities who are accompanied by a support person. Staff and volunteers will be trained how to interact with people with disabilities who require the assistance of a support person. Fees will not be charged for support persons for admission to the premises.

All Grand Lodge of Canada in the Province of Ontario premises that are open to the public, or to third parties that service the public, are committed to allowing guests with disabilities to keep their support persons with them where they need to go. In situations where privacy and confidentiality are required, the Grand Lodge of Canada in the Province of Ontario may require support persons to sign confidentiality agreements to attend or participate in Grand Lodge of Canada in the Province of Ontario meetings, events, or activities.

### **Notice of Temporary Disruption**

The Grand Lodge of Canada in the Province of Ontario will provide notice in the event of a planned or unexpected disruption in the accessible facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be posted at the location of the disruption of facilities or services and at the front entrance of the facility. For lengthy delays, notice will also be posted on the Grand Lodge of Canada in the Province of Ontario public website.

### **Accessibility Feedback**

Feedback regarding accessibility to goods and services and the manner in which staff, volunteers, and members of the Grand Lodge of Canada in the Province of Ontario interact with others is welcome and appreciated. An accessibility feedback form is available upon request and on the main page of the Grand Lodge of Canada in the Province of Ontario's public website at <https://grandlodge.on.ca/>. The Chief Operating Officer will provide an initial response to accessibility feedback within five business days. Concerns will be addressed in a timely manner and, when necessary, will involve Grand Lodge executive leadership in order to address accessibility feedback.

### **Establishment of Accessibility Policy**

With respect to its operations in Ontario, the Grand Lodge of Canada in the Province of Ontario will create and maintain an Accessibility Policy on its website, and provide the Accessibility Policy in an alternate format upon request. The executive team and other designates of the Grand Lodge of Canada in the Province of Ontario will review its Accessibility Policy once every five years. If necessary following a review, the Accessibility Policy will be updated and the Grand

Lodge of Canada in the Province of Ontario staff, board members (board of general purposes), and volunteers will be informed of any changes.

### **Hiring (for applicants)**

The Grand Lodge of Canada in the Province of Ontario is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of people with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

*The Grand Lodge of Canada in the Province of Ontario is an equal opportunity employer that is committed to inclusive recruitment and selection. We welcome and encourage applications from people with disabilities. If you require an accommodation during the selection process, please inform us as soon as possible and we will make every effort to fulfill your accommodation request.*

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

### **Workplace Information (for staff)**

The Grand Lodge of Canada in the Province of Ontario will provide workplace information in an accessible format if an employee requests it. This includes:

- any information employees need to perform their jobs (for example, job descriptions and manuals)
- general information that is available to all employees at work (for example, company newsletters, bulletins about company policies, and health and safety information)

If an employee with a disability requests information in an accessible or alternate format or requires communication supports, the Grand Lodge of Canada in the Province of Ontario will work with them to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

The Grand Lodge of Canada in the Province of Ontario will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

Company performance management, career development and redeployment processes will take into account the Accessibility needs of employees.

### **Design of Public Spaces**

When building or making major changes to public spaces of its Ontario-based facilities, the Grand Lodge of Canada in the Province of Ontario will ensure that accessible designs are incorporated wherever possible.

## **Communication of Accessibility Policies**

The Grand Lodge of Canada in the Province of Ontario will inform all staff about policies to support people with disabilities. Our Accessibility Policy will be reviewed with new employees when they are hired, and all current employees will be informed if we modify our Accessibility Policy.

To access our Accessibility Policy and Accessibility Feedback Form, go to the main page of the Grand Lodge of Canada in the Province of Ontario's public website at <https://grandlodge.on.ca/>.

The Grand Lodge of Canada in the Province of Ontario will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

## **Contact Us**

If you have any questions or feedback, accommodation requests, or would like to request a copy of our Accessibility Policy in an alternate format, contact us at:

[office@grandlodge.on.ca](mailto:office@grandlodge.on.ca)

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