



# Disability & Accessibility Policy



**Statement of Commitment:** CrowdRiff strives to create an environment where individuals can 'Bring Their Whole Self'. To achieve this, CrowdRiff is committed to being an accessible workplace, with equal access and participation for all, including individuals with disabilities. We are committed to creating a barrier-free environment, to provide a safe, dignified, and welcoming environment to all. We will review our accessibility policy at least annually.

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## Overview

## Definitions

The term 'disability' covers a broad range and degree of conditions, and may include disabilities from birth, caused by an accident, or developed over time. The [Ontario Human Rights Code](#) defines 'disability' as:

- 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
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## Duty to Inquire

Under the [Duty to Inquire](#) CrowdRiff will provide a meaningful opportunity to employees who may have a disability that is impacting their performance, to identify that they have a disability which may affect their work, and to request accommodation.

## Duty to Accommodate

If an employee has disclosed that they have a disability, mental-health related or otherwise, and requests accommodation, CrowdRiff has a [Duty to Accommodate](#) to the point of undue hardship. This law ensures that employers provide equal opportunities to employees with disabilities.

Although employees with disabilities maintain the right to privacy with regards to their medical information, they are required to provide enough information to allow CrowdRiff to meet it's duty to accommodate. The employee must advise CrowdRiff that they have a disability, and should provide the following information:

- The limitations or needs associated with the disability
- Whether the person can perform the essential duties/requirements of the job, with or without accommodation
- The type of accommodation(s) that may be needed to allow the person to fulfil the duties/requirements of the job
- If the employee is on leave: regular updates about when the individual is expected to come back to work

## **Return to Work Process**

In the event that an employee is absent from work due to a disability, and requires disability-related accommodations in the workplace, the People & Culture team will collaborate with the employee and the workplace accommodations suggested by their licensed physician to create a return-to-work plan for the employee. This return-to-work plan will outline:

- The return to work plan goals
- Work restrictions or required accommodations
- How the accommodations will be met
- The employee's adjusted work schedule and/or duties if applicable
- The program's start and review dates

## **How to do your part**

### **Employee Responsibilities**

- Inform your manager and the People & Culture team of accommodation needs
- Cooperate in obtaining necessary information about their accommodation needs
- Participate in discussions about accommodation solutions
- Work with your manager and the People & Culture team on an ongoing basis to manage the accommodation process

## Employer Responsibilities

Under the [Ontario Human Rights Code](#), CrowdRiff is required to:

- Accept requests for accommodation in good faith
- Request only information that is required to make the accommodation
- Obtain expert advice/opinion when necessary
- Take an active role in ensuring that possible accommodation solutions are examined
- Maintain confidentiality of individuals with disabilities
- Deal with accommodation requests in a timely way
- Bear the cost of any required medical information or documentation

## Additional Commitments

### Providing Goods, Services, or Facilities to People with Disabilities

CrowdRiff aims to ensure that no customers, clients, visitors, or employees are unable to access CrowdRiff goods, services, or facilities due to a disability. On request, CrowdRiff is committed to providing information and services in an accessible format, or with communication supports to individuals with disabilities, that takes their disability into account.

CrowdRiff's website and galleries conform to a minimum of AA standards as described by the WCAG 2.0 guidelines. We regularly run an automated testing tool on a webpage which contains an isolated gallery to ensure that we are continuing to keep ADA compliance top-of-mind as we release changes to our galleries. However, because CrowdRiff galleries will only represent a portion of a full website, and WCAG standards dictate that only "full pages" can be considered compliant, the interaction between CrowdRiff galleries and a customer's website must be considered together to ensure full compliance. This will be true of any embedded content that is displayed on a customer's website from a third party provider. CrowdRiff makes every effort to ensure that this interaction does not impact accessibility.

Where possible, CrowdRiff makes efforts to adhere to several AAA guidelines including deeper colour contrast. AAA compliance is not possible for certain types of content, and given that only full webpages may be considered compliant, each customer would have to investigate and implement AAA compliance on their own webpages that include CrowdRiff galleries accordingly. This is a considerable undertaking requiring specialized resources. WCAG itself recommends that it not be considered a general requirement of websites to conform to AAA standards.

## **Worksites**

CrowdRiff has ensured that our worksites are fully accessible for employees, clients, visitors, any anyone else who may need to visit our facility as we are committed to ensuring our worksite can fully accommodate individuals with physical disabilities. If individuals are still not able to access our current facility then they may request an alternate venue, and CrowdRiff will provide an alternate location for their business.

## **Recruitment, Assessment, and Selection**

Upon request, CrowdRiff will provide job applicants with any accommodations they may require for the interview process, candidate assessments, and all other applicable steps within the recruitment and selection process. When requested, CrowdRiff will consult with the applicant to provide suitable accommodations.

## **Communication**

CrowdRiff will ensure employees are aware of our disability and accessibility policies, as well as any changes to the policies as they arise. If requested, CrowdRiff will provide accessible formats of the following to employees:

- Information needed to perform their job
- Information generally available to all employees in the workplace

CrowdRiff will consult with the employee making the request to determine the best way to provide the accessible format, or communication requested.

## **Assistive Devices**

Individuals with disabilities are welcome to use their assistive devices as required when accessing CrowdRiff goods and services, or while employed at CrowdRiff.

## Service Animals

Individuals with disabilities who require a guide dog or service animal are welcome to access CrowdRiff premises with their guide dog or service animal. It is the responsibility of the individual to maintain care and control of their guide dog or service animal.

## Support Persons

If an individual with a disability requires a support person accompany them, CrowdRiff will ensure both individuals are allowed to access CrowdRiff offices and services.

## Training

We are committed to training CrowdRiff employees in Ontario accessibility laws, and areas of the Ontario Human Rights Code that relate to individuals with disabilities.

<https://www.aoda.ca/free-online-training/>

### Certificate Version:

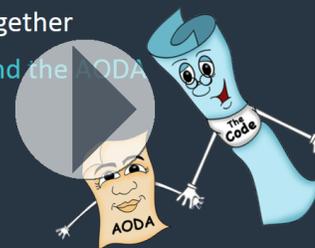
#### Certificate Version

Start here if you require a certificate of completion. Minimum system Requirements Microsoft Internet Explorer 11 or higher, or Google Chrome 20 or higher, or Firefox 4 or higher, or Safari (Macintosh)

 <http://www.ohrc.on.ca/en/learning/working-together-code-and-a-oda/certificate-version>

Working Together

The Code and the AODA



## Feedback Process

Customers, clients, and employees are encouraged to provide feedback on the accessibility of CrowdRiff services and premises. Methods of providing feedback are available upon request.

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Last Updated: December 5, 2023 by @Anika Haque