

KWH POLICY

Accessibility and Accommodation Policy

Clear standards for safe, respectful and accountable community service

Version	1.0
Effective date	July 2026
Policy owner	Operations Lead / Accessibility Contact
Review cycle	Annual, or earlier when laws or operations change

Applies to KWH directors, officers, employees, volunteers, contractors, students, interns, program participants, partners and visitors, as relevant to their role.

1. Purpose and commitment

KWH is committed to providing programs, services, information, employment and volunteer opportunities in ways that respect dignity, independence, integration and equal opportunity. KWH will identify, prevent and remove barriers and will provide reasonable disability-related accommodation to the point of undue hardship under applicable law.

2. Accessible service

- Communicate in ways that take a person's disability and preferred communication method into account.
- Welcome personal assistive devices and make reasonable efforts to ensure they can be used safely.
- Permit service animals in areas open to the public unless another law excludes the animal; if excluded, offer another practical way to access the service.
- Welcome support persons. Any fee affecting a support person will be communicated in advance.
- Give notice of temporary disruptions to accessible services or facilities, including the reason, expected duration and available alternatives when known.
- Design registration, scheduling and feedback processes so that accommodation needs can be raised privately and addressed promptly.

3. Accessible information and digital services

On request, KWH will provide information and communications in an accessible format or with communication supports, in consultation with the person, at no additional cost beyond any regular charge for the information. KWH will work toward accessible websites, documents, videos, registration forms and learning materials and will correct identified barriers as soon as reasonably practicable.

4. Individual accommodation

Accommodation requests will be handled individually, respectfully and confidentially. KWH may ask only for information reasonably necessary to understand functional limitations and identify an effective accommodation. Medical diagnosis information will not be requested unless it is genuinely necessary and permitted by law.

5. Training and responsibilities

- KWH will provide role-appropriate accessibility training to workers and volunteers who serve the public or develop policies and services.
- Leaders will consider accessibility in program design, procurement, venues, communications and emergency planning.
- Everyone covered by this policy must cooperate in accommodation and must not retaliate against a person who requests accessibility support or reports a barrier.

6. Feedback

Accessibility feedback or accommodation requests may be made verbally, in writing or through another accessible method. Contact info@connectingwithhumanity.com. KWH will acknowledge the concern, consult on an accessible response method and explain any action taken or next step.

Legal references

This policy is informed by: [Ontario accessibility rules for businesses and non-profits](#); [Ontario Human Rights Code](#).

KWH will apply this policy consistently with applicable law; any binding higher standard prevails.