

Section: Canada-based Personnel	Policy Number: D-7
Subject: Accessibility	Last Reviewed and Edited: November 2025 – Ed Esau/SH
Approved by: Executive Leadership Team	Page: 1 of 5

ACCESSIBILITY



Standard and accessible formats of this document are free on request.

Statement of Commitment

Ethnos Canada is committed to ensuring equal access and participation for all people with disabilities. We strive to treat people with disabilities in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility, where possible, and meeting our accessibility requirements in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code as it relates to people with disabilities.

Customer Service

Ethnos Canada is committed to providing accessible customer service. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Insofar as we are able and reasonable, it is our desire to make the public areas of the Ethnos Canada property accessible to those with disabilities.

We welcome persons with disabilities and will do all that we can to facilitate the use of their own personal assistive device(s) to access our services.

Including accessibility features for persons with disabilities will be a guiding factor when remodeling existing structures or building new structures on the Ethnos Canada property.

Because of the limited accessibility for those with disabilities due to the current structure of our main office building, we recommend that persons with a disability who plan to visit the Ethnos Canada property and will require assistance call our office in advance in order to ensure that necessary assistance is on hand when they arrive. We can be reached by phone (1-519-369-2622/Toll-free 1-844-855-6862) or by email (info@ethnos.ca).

Service Animals and Support Persons

Ethnos Canada welcomes all people with disabilities who are accompanied by a service animal or support person to all areas of our premises normally open to the public. In the event that a service animal is prevented access to any area normally available to the public, Ethnos Canada will make every reasonable effort to enable said person with a disability to obtain access.

Main Office Buildings

The sidewalk connecting the parking area to the main office building's main entrance includes two sets of stairs. Visitors will need to further negotiate stairs once inside the main entrance in order to reach any of the offices or facilities inside the building. No lift devices are currently installed.

The main office building washrooms are located on the upper level and were not designed for accessibility. However, our Connection Centre is a fully accessible building with washrooms suitable for those with disabilities.

Upon request, a staff member will assist a person with a disability in accessing our buildings to visit, conduct a business transaction, etc.

Guest Accommodations

Ethnos Canada provides accommodations for guests visiting our property. The guest apartments are located at ground level and are therefore easily accessible to persons with limited mobility. However, the washrooms are small, and the doorways are standard width and may therefore present a problem for someone with an assistive device.

Campus Visits

Occasionally Ethnos Canada hosts open houses where we welcome the public to visit our campus and learn more about what we do. In addition to these planned campus events, you are welcome to schedule a personal visit either on your own or with a small group.

Our Jungle Camp Open House, which takes place in the woods at the back of our property, is an annual event to which we invite the community. Each summer the students in the Ethnos training program build and live in temporary homes in Jungle Camp as part of their training. While the students are in the bush, we invite the public to come and see what Jungle Camp life is all about. While Ethnos Canada is committed to ensuring that, when possible, every person enjoys equal access and participation to events on our property, due to the intentionally rustic nature of Jungle Camp, access for those with certain disabilities may be limited.

If you plan to visit our property at any time and require assistance, please contact us at info@ethnos.ca or 1-519-369-2622 (Toll Free 1-844-855-6862) before your visit.

Ethnos Academy

Ethnos Academy is committed to accessibility for all persons with disabilities, including employees, volunteers, visitors and students. They will make every reasonable effort to implement and maintain such access, primarily through the Academy Committee in co-operation with the Ethnos Canada Accessibility Committee, and those principles outlined in the "Accessibility for Ontarians with Disabilities Act, 2005" (AODA) and the Ontario Human Rights Code (OHRC).

All Ethnos Academy staff have been trained in the Customer Service Standard, Ontario Human Rights Code, and in all additional accessibility standards as fitting their respective positions.

You may contact the Academy by phone (1-519-369-2622 ext 2242) or by email (academy@ethnos.ca) for assistance or to obtain a copy of the Ethnos Academy Accessibility Policy.

Ethnos Training Program

Ethnos Canada welcomes persons with disabilities to visit its training program and will do all that it can to facilitate the use of a person's own assistive device(s) to access the facility for the visit.

Because of the current limited accessibility we recommend that persons with a disability who plan to visit the facilities and will require assistance call the office in advance in order to ensure that necessary assistance is on hand when they arrive. You can reach out by email at training@ethnos.ca or by calling 1-519-369-2622 ext 294 (Toll-free 1-844-855-6862 ext 294).

'Off the Grid'

Each summer, as part of their training, our students participate in "Jungle Camp" where they build and live in temporary homes situated in the woods on our property. Once Jungle Camp is over, we invite the public to take part in several Off the Grid programs where they can stay in the vacant Jungle Camp homes over a weekend as they take part in the Off the Grid course. While Ethnos Canada is committed to ensuring that, when possible, every person enjoys equal access and participation in these events, the intentionally rustic nature of Off the Grid may present difficulties for some with disabilities. If you're interested in taking part in an Off the Grid program and have accessibility needs, please contact us before your visit at otg@ethnos.ca or by calling 1-519-369-2622 ext 294 (Toll-free 1-844-855-6862 ext 294).

Connection Centre

The Connection Centre is a multi-purpose building used for our training program, staff functions, visiting work teams, etc. The Connection Centre, including its parking and walkways, is fully accessible to those with disabilities.

Information and Communications

Ethnos Canada is committed to making our information and communications accessible to people with disabilities. When requested, Ethnos Canada will work with the customer to find a form of communication that will suit the customer's accessibility needs.

Website

We are currently taking steps to ensure that all new websites and web content on those sites conform to WCAG 2.0 Level A. All staff members involved in web content and design have been trained in the WCAG 2.0 Level A requirements and are assessing, researching, and taking further training in how to best remove our current accessibility barriers. This process is ongoing.

Accessible Emergency Information

Ethnos Canada is working towards having all emergency and public safety information created in formats that can be easily accessible by those with disabilities. We will work with those who require specific accessibility formats to provide them with information formats that will suit their needs. We are also committed to providing employees with individualized emergency response information as necessary.

Employment

Ethnos Canada is committed to fair and accessible employment practices and will ensure that accommodations are provided to those with disabilities during the recruitment process. The following practices are implemented during the recruitment process:

- Informing the applicant of Ethnos Canada's commitment to accommodation during the application process
- On acceptance, applicants who will be serving in Ontario will be notified of Ethnos Canada's policies on accommodating employees with disabilities and said employees will be trained in these policies as soon as practicable
- Upon request, establish a written process for the development of individual accommodation plans for employees with disabilities
- As necessary, upon request, establish a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work

Design of Public Spaces

Ethnos Canada is committed to ensuring that all new construction and significant renovations to existing public spaces come into compliance with the regulations of the Design of Public Spaces and the Ontario Building Code as it relates to those with disabilities in order to prevent barriers to accessibility in built environments.

Disruption of Services

We will also aim to maintain all accessible elements of our public spaces to avoid, as much as possible, any service disruptions. In the event of a service disruption to any public spaces on the Ethnos Canada property, we will notify the affected staff and visitors of the service disruption and alternatives available.

Training

Ethnos Canada is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

All Ethnos Canada employees working in Ontario in the area of customer service were trained in the Customer Service standard in 2013. However, by September 1, 2016, all employees of Ethnos Canada (regardless of their position) working in Ontario were trained in the Customer Service standard as well as the Ontario Human Rights Code as it applies to people with disabilities. In addition, all Representatives of our organization and employees in our Member Care Department (both within and outside of Ontario) will be trained in the Customer Service Standard, Ontario Human Rights Code, and in additional accessibility standards as fitting their positions. Our Board Members have also taken the necessary training.

Employees will be informed when changes to our accessibility policies take place, and new employees will be trained as soon as practicable.

Feedback Process

We welcome you to share your feedback regarding your experience at Ethnos Canada. Your privacy will be respected, and any feedback will be reviewed to help us identify barriers and respond to any concerns. All feedback will be directed to the Accessibility Coordinator and Ethnos Canada will seek to rectify any concerns in a timely manner.

If any of the following feedback options do not meet your needs, we will work with you to provide or arrange for an alternate accessible format on request.

Telephone: 1-519-369-2622

Toll-Free: 1-844-855-6862

Fax: 1-519-369-5828

Email: info@ethnos.ca with "Accessibility Feedback" in the subject line

Website: ethnos.ca/accessibility

Mail:

Ethnos Canada – Accessibility
Box 707
313363 Hwy 6 S
Durham ON, N0G 1R0

We also welcome you to provide feedback in person:

Our main office hours are Monday to Friday, 9 am – 5 pm (we are closed during the lunch hour from noon – 1:00) except for holidays when we are closed. June through August we close at 4 pm.

Visits to the Ethnos training center are generally by appointment.

Questions

Questions about the interpretation or application of the principles and procedures described in this policy can be directed to the Director of Personnel (personnel@ethnos.ca) or the Chief Operating Officer, Shaun Humphreys (shaunhumphreys@ethnos.ca).

History

Created: 2015 – Approved by: Executive Leadership Team

Revised: June 2017

Reviewed and Edited: June 2023 – Ed Esau/JS

Reviewed and Edited: November 2025 – Ed Esau/ SH