



June 2016

Dear Amnesty Canada Volunteer:

As of January 1, 2012 all organizations in Ontario were required to comply with the **Accessibility Standards for Customer Service**, an Act that was passed into law in 2008. Because we support the intention and values behind this Act we are asking all of our volunteer leaders in Canada to comply with our **Policy for Providing Services to People with Disabilities**.

Whenever we, as Amnesty members, interact with others – at an event, a booth in a mall, a fundraiser, a march – we are representing Amnesty and want to do so in as inclusive a way as possible. This intention has long been our practice but now it is a formal policy of the Branch which can be found at <http://www.amnesty.ca/accessibility>.

To ensure that all volunteer leaders are aware of this policy and of its practical implications we have prepared a simple document that highlights the values behind our policy and provides information about how to ensure that our interactions with all members of the public are respectful and take into account differences in ability. Feel free to edit this document to better reflect what your group is able to do within your situation. We encourage you to discuss this with your current group and include the document in your new member orientation.

We encourage members whose activism for Amnesty Canada often brings them into contact with the public to review the training video prepared by the Ontario government. Understanding the Ontario Human Rights Code as it relates to people with disabilities was a new requirement in 2016. The following are the links to the free training videos:

- [Customer Service Standard](#) (takes approximately 45 minutes)
- [Human Rights Code as it relates to Disabilities](#) (takes approximately 20 minutes)

These are very good reminders for all of us of the various things that we can do to ensure that we are representing Amnesty in the best possible way. All of our staff has completed the training.

If you have feedback or questions please contact me at bgoodfellow@amnesty.ca. You will note that feedback from persons with disabilities around our practices is encouraged and may be given to us through www.amnesty.ca/contact or by calling 1-800-Amnesty.

Thank you for helping to make sure that we treat everyone with the respect and dignity that they deserve.

Sincerely,

Bob Goodfellow
Executive Director