

accessibletoronto volunteer orientation

SECTION I - ABOUT THE PROJECT

- **accessibletoronto** was formed in 2012 by quinto zazoue and, shortly after, dreadhead geoff joined the project as quinto's co-founder.
- **at** is an access resource – an archive of accessibility features/factors in spaces throughout the city of toronto. this comes in the form of extremely detailed audits of spaces ranging from cafés to bars, restaurants to retail stores to medical services and more.
- the purpose of the project is to empower people with disabilities and their friends and allies to make informed decisions about the spaces they make use of and how they make use of them. we at **accessibletoronto** do not label or rate spaces as “accessible”, “partially/somewhat accessible”, “not accessible”, etc. - the point of the project is to allow the reader/user to form their own decisions regarding how they interact with the accessibility level of individual spaces.
- we have an ever-growing base of volunteers who are the driving force behind the project. our volunteers fulfill such roles as : auditing, location scouting, education, audit training, fundraising, accessibility/accommodations, admin, digitization, etc.
- levels of commitment vary from volunteer to volunteer. we are able to accommodate almost any schedule as you are free to perform audits on your own timetable and wherever in the city you wish to.
- the project is structured so that the co-founders, quinto and geoff, are responsible for the day-to-day management of the project, as well as making larger decisions on behalf of the project with input from volunteers when appropriate. volunteers are always welcome to provide input on the project and their input will be used to evaluate and modify the project accordingly.

SECTION II - THE AUDITING PROCESS

- volunteers meet with an audit trainer to learn about the project and, if needed, complete a first audit together to familiarize the volunteer with the process.
- it is not mandatory to let staff in the audit space know that you are performing an accessibility audit, but if you feel like letting them know, you are absolutely free to do so. mention that you're part of **accessibletoronto** and that you're doing an accessibility audit, which will be posted online on our website to allow others to access this information.
- move through each section sequentially. if you cannot answer a question, mark it and move on. come back to it at the end. if you are comfortable doing so, feel free to approach a staff member in the space if they might be able to help you answer certain questions.
- be respectful of the spaces that you audit. try to perform your audit in a way that does not impact the experience of other patrons in the space.
- get the manager's email to send them the staff portion of the audit.
- if you have any questions or wish to clarify anything, text or call quinto.
- use the “comments” section to make any notes relevant to the question.

SECTION III - PROJECT ACCESSIBILITY/ACCOUNTABILITY

- we strive to be accessible to all volunteers and take into account their individual needs, situations, desires, and skills when placing volunteers within the organization.
- for volunteers who require assistance to complete tasks such as auditing, you are welcome to invite a friend to participate in the project with you, or the

accessibletoronto staff are more than happy to pair you with another volunteer or staff member to help facilitate the auditing process for you.

- should you ever encounter a situation where you require assistance, contact quinto or geoff via email at contactaccessibletoronto@gmail.com, or if it's urgent you can call or text quinto.

SECTION IV - POLICIES AND PROCEDURES

- **accessibletoronto** follows an anti-oppressive framework and has a zero tolerance policy for discrimination of any kind towards **at** staff, other volunteers, and staff/patrons in audit locations. volunteers who engage in racism, sexism, ageism, ableism, audism, transphobia, queerphobia/homophobia, classism, or other types of discriminatory behaviour will have a debriefing meeting with **at** staff and/or other volunteers. if there is a second episode of this type of behaviour, the volunteer will be asked to debrief with staff again and will subsequently be required to resign from the project.
- **accessibletoronto** strives to be truly accessible not only in terms of providing up-to-date and accurate access information about the spaces we audit, but to our volunteers as well. volunteers are encouraged to submit feedback on all topics – especially accessibility – to the project managers, quinto and geoff, which will be dealt with in a timely manner.
- we are committed to making sure that all volunteers feel safe and comfortable during all interactions with staff and other volunteers at the project. during volunteer orientation we will present a mini “anti-oppression 101” workshop to all new volunteers. this material will also be available in print on our website and will be distributed to volunteers at the time of their orientation for future reference.
- all volunteers have the right to feel safe and comfortable at all times while involved with **accessibletoronto**. if you are facing barriers to your comfort and safety, you are strongly encouraged to contact project managers quinto or geoff to address the situation.
- while performing audits at audit locations throughout the city, volunteers are asked to bear in mind that they are representatives of the **at** project and are reminded to behave in a manner that is reflective of the values and policies of the project. this includes following all rules of spaces they may find themselves in and being conscious of the way they speak to and treat others.
- all volunteers will undergo a mandatory “anti-oppression 101” session with their audit trainer during orientation. volunteers will be expected to behave respectfully towards **at** staff and other volunteers. our volunteers embody a wide range of diversities involving sexual orientation, gender identity/trans status, age, size, neurodiversity, ability, hearing status, vision status, class, mental health status, nationality, religion, and more. volunteers should be willing to listen and learn about other volunteers' lived experiences as they may relate to the **accessibletoronto** project.