

	Policy	Approved by: Paul Hollister
	Integrated Accessibility Standards	Approved Date: 01/01/2017
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Purpose

The purpose of this policy is to govern the provision of services in accordance with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Policy Statement

The Organization is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. We believe in integration and equal opportunity. We recognize the diverse needs of our customers and employees and will strive to provide services and facilities that are accessible to all.

This policy will be implemented in accordance with the time frames established by the Regulation. See our Multi Year Accessibility Plan for details,

Principles

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from The Organization’s goods and services.
- The goods and services that The Organization provides are the same for persons with disabilities as they are for any other user to ensure that anyone can obtain the full benefits from The Organizations goods and services. As necessary The Organization will provide alternate measures that may be temporary or permanent depending on specific users’ needs.
- Communications with any person with a disability are conducted in a manner that takes that person’s disability into account.
- Persons with disabilities can use assistive devices, service animals and support persons, as defined by of Ontario Regulation 429/07, as is necessary to access The Organization’s goods and services unless superseded by other legislation.

Scope

This policy will apply to all Board Members, employees, volunteers, agents, contractors, third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of The Organization.

Process

1.0 Multi Year Accessibility Plan

The Organization will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, the Organization will provide a copy of the Accessibility Plan in an accessible format.

2.0 Self-Serve Kiosks

The organization does not currently use self-serve kiosks to provide products or services to our customers, however if in the future services are going to be available by Kiosk, the organization will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to ensure we can serve persons with disabilities.

3.0 Training

The Organization will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing The Organization's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company.

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable before they begin to interact with customers.

The Organization will keep a record of the training it provides.

4.0 Feedback Process

The Organization will maintain a feedback process to enable members of the public to comment on the provision of goods and services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback shall be received in any form (i.e. in person, by telephone, in writing, fax or in electronic format including email) and all such feedback will be logged for reporting purposes.

Information about the feedback process will be readily available to the public and notice of the process will be provided on The Organization's website and/or in other appropriate locations.

5.0 Alternate Formats

The Organization is committed to providing accommodation to its customers where appropriate.

Where the Organization is required to provide a copy of a document to a person with a disability, The Organization will take into consideration the person's disability and provide the document in an appropriate format. The Organization and the person with a disability will agree on the format to be used.

6.0 Accessible Website and Web Content

The Organization will work towards having the company's websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable. See the multi-year plan for more specific target dates.

7.0 Employment Standards

7.1 Recruitment Assessment or Selection

The Organization will notify its employees and the public about the availability of accommodation for applicants with disabilities to support their participation in its recruitment process.

The Organization will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the recruitment, assessment and selection process.

If a selected applicant requests an accommodation in the process, the Organization will consult with the applicant and provide, or arrange for the provision of, a suitable

accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, the Organization will notify the successful applicant of its policies for accommodating employees with disabilities.

7.2 Informing Employees of the Availability of Support

The Organization will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Upon the request of an employee with a disability, the Organization will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

7.3 Workplace Emergency Response Information

The Organization will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Organization is aware of the need for accommodation due to the employee's disability. The Organization will provide the information as soon as practicable after becoming aware of the need for the accommodation.

7.4 Individual Emergency Response Plans

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Organization will provide the workplace emergency response information to the person designated by the Organization to provide assistance to the employee.

The organization will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

The Organization will prepare for emergency situations by providing employees with disabilities with individualized workplace emergency response information for a range of potential emergencies including, but not limited to, the following:

- Fire
- Power Outages
- Severe Weather
- Natural Disasters
- Security Incidents

8.0 Return to Work Process

The organization will develop, document, and implement a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our process outlines the steps the Organization will take to facilitate the return to work of our employees who were absent because their disability required them to be away from work. Individual return to work plans will be created for each employee with a disability who requires one.

This return to work process does not replace, override, or supersede any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

9.0 Performance Management

As part of our employee performance monitoring and evaluation process, the Organization will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans of employees with disabilities.

10.0 Career Development, Advancement and Redeployment

When providing career development and advancement opportunities, the Organization will take into account what accommodations employees with disabilities may need to succeed elsewhere in their organizations or to take on new responsibilities in their current position.

If the Organization chooses to redeploy employees, the Organization will take into account the individual accommodation plans that are in place for their employees with disabilities prior to the redeployment.

Related Documents

AccessON

www.accesson.ca

Revision History