

ST. LEONARD'S COMMUNITY SERVICES

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REGULATIONS

3-60 ACCESSIBILITY STANDARDS: EMPLOYMENT

Approved October 26, 2017

POLICY

The Agency will meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* ("IASR") for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and will provide accessible employment services for persons with disabilities. With all services surrounding employment of staff, the Agency will follow the principals of dignity, independence, integration and equal opportunity.

PROCEDURE

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Performance Management – Activities related to assessing and improving staff performance, productivity and effectiveness with the goal of facilitating staff success.

Redeployment – The reassignment of staff to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Requirements

Establishment of Accessibility Policies and Plans

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The Agency will develop, implement and maintain policies governing how it will achieve accessibility through general requirements that apply across all the five standards (information and communication, employment, transportation, design of public spaces, and customer service).

The Agency will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Refer to Regulations Appendix #7. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

The Agency will review and update its accessibility plan once every five years and will establish, review and update accessibility plans in consultation with persons with disabilities or an advisory committee (Joint Health and Safety Committee and IT Manager). Annual status reports will be prepared that will report on the progress of the steps taken to implement the Agency's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Agency will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

The Agency will provide training for its staff, students and volunteers regarding the IASR and the *Ontario Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the Agency's policies, and all other persons who provide goods, services or facilities on behalf of the Agency.

Training will be provided as soon as is reasonably practicable, but no later than three months after their initial hire date. Training will be provided on an ongoing basis to new staff and as changes to the Agency's accessibility policies occur.

Records

The Agency will maintain records on the training provided, when it was provided and the number of staff that were trained.

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Self-Serve Kiosks

The Agency will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The Agency will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

Recruitment, Assessment and Selection

The Agency will notify staff and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, the Agency will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of the Agency's policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Staff

The Agency will ensure that staff are aware of our policies for staff with disabilities and any changes to these policies as they occur.

If a staff member with a disability requests it, the Agency will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all staff in the workplace.

The Agency will consult with the staff making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information

As necessary, staff with disabilities may request individual accommodation during workplace emergencies by completing the Business Continuity Manual Appendix 5 AODA Emergency Information Worksheet. The staff's Supervisor will create individual workplace emergency responses for staff with disabilities by completing the Business Continuity Manual Appendix 6 AODA Emergency Response Plan.

This information will be reviewed when:

- The staff moves to a different physical location in the organization;

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- The staff's overall accommodation needs or plans are reviewed; and/or
- The Agency reviews its general emergency response policies.

Refer to Business Continuity Plan Manual 3-207 AODA Emergency Response for more information.

Documented Individual Accommodation Plans

The Agency will develop and have in place written processes for documenting individual accommodation plans for staff with disabilities. Staff will participate in the development of the plan by completing Regulations Appendix #8 Individual Accommodation Plan for Staff.

In order to assess the effectiveness of the plan, the staff will have input and the Agency may request an evaluation by an outside medical expert, or other experts (at the Agency's expense) to determine if accommodation can be achieved, or how it can be achieved. Staff may also request the participation of a representative from their workplace for the creation of the accommodation plan.

Performance Management and Career Development and Advancement

The Agency will consider the accessibility needs of staff with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

Return to Work

The Agency will develop and implement return to work processes for staff who are absent from work due to a disability and who require disability-related accommodation(s) in order to return to work. Refer to Health and Safety Manual policy 3-310 Return to Work for steps the Agency will take to facilitate the staff's return to work.

Redeployment

The accessibility needs of staff with disabilities will be taken into account in the event of redeployment.

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Individual accommodation plans will be consulted, as required.

Review

This policy will be reviewed regularly to ensure that it is reflective of the Agency's current practices as well as legislative requirements.