



AODA-INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) - EMPLOYMENT POLICY	Document Type: OPERATIONAL POLICY
	Effective Date: January 2014
	Last Date Reviewed: April 2022
	Next Review Due: April 2026
	Policy # 3.2.45

1.0 Purpose

The Employment Policy (AODA) is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of accessible employment services for people with disabilities.

2.0 Revision History

Date	Change
January 2014	Policy Developed, Approved by Policy Committee & Board
January 2017	Reviewed & Approved by Policy Committee
February 2017	Reviewed & Board Approved
April 2018	Reviewed & Approved by Policy Committee & Board
April 2022	Reviewed & Approved by Policy Committee & Board

3.0 Persons Affected

This policy shall apply to staff, volunteers, Board Members and every person who deals with members of the public or their agents on behalf of DPNCHC.

4.0 Definitions

- 4.01 **Davenport-Perth Neighbourhood and Community Health Centre** is also referred to as DPNCHC or the Centre.
- 4.02 **AODA** is the Accessibility for Ontarians with Disabilities Act, 2005.
- 4.03 **Integrated Accessibility Standards Regulation (IASR)** applies to all public, private and not-for-profit organizations. The IASR are legislated requirements organizations must meet in order to meet AODA obligations in the areas of Information & Communications, Employment, Customer Service, Design of Public Spaces and Transportation. Only the Information & Communications, Employment and Customer Service Standards apply to DPNCHC.
- 4.04 **Accessible Formats** – include but not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- 4.05 **Communication Supports** – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 4.06 **Conversion Ready** – an electronic or digital format that facilitates conversion into an acceptable format.
- 4.07 **Designated Public Sector Organization** – refers to every municipality and every person or organization listed in Column 1 of Table 1 of *Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies—Definitions)* made under the *Public Service of Ontario Act, 2006*.

- 4.08 **Information** – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
- 4.09 **Large Organization** – an organization with 50 or more Employees in Ontario.
- 4.10 **Mobility Aid** – a device used to facilitate the transport, in a seated posture, of a person with a disability.
- 4.11 **Mobility Assistive Device** – a cane, walker or similar aid.
- 4.12 **Obligated Organization** – Organizations may include workplaces, businesses or services. Refers to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards of this Regulation apply.
- 4.13 **Performance Management** – activities related to assessing and improving Employee performance, productivity and effectiveness with the goal of facilitating Employee success.
- 4.14 **Redeployment** – the reassignment of Employees 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.
- 4.15 **Support Person** – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

5.0 **Policy**

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Employment Standards Overview
- C. Recruitment, Assessment and Selection
- D. Accessible Formats and Communication Supports for Employees
- E. Documented Individual Accommodation Plans
- F. Plans and Processes
- G. Return to Work and Redeployment

A. General Requirements

General requirements that apply across all of the three standards, Information & Communications, Employment and Customer Service are outlined as follows:

Establishment of Accessibility Policies and Plans

DPNCHC will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. DPNCHC is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in DPNCHC's policies and making these documents publicly available, in an accessible format upon request.

DPNCHC 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 regulation. DPNCHC will post its accessibility plans on its website and provide the plan in an accessible format upon request. DPNCHC will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to

implement DPNCHC's accessibility plan, and these status reports will be posted on its website. If requested, the report shall be created in an accessible format.

Training Requirements

DPNCHC will provide training for its Employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be offered to individuals who are responsible for developing DPNCHC's policies, and all other persons who provide goods, services or facilities on behalf of DPNCHC. On July 1, 2016, the Ontario Government announced changes to the Customer Service standard. As a result, our policy was updated to include delivery of training on Accessible Customer Service to all staff, volunteers and Board Members, regardless of their interaction with the public. Training will be provided regularly to new Employees and as changes to DPNCHC's accessibility policies occur.

B. Employment Standards Overview

All employment services provided by DPNCHC shall follow the principles of dignity, independence, integration and equal opportunity.

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment Standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

C. Recruitment, Assessment and Selection

DPNCHC must notify Employees and the public about accommodation availability for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. In addition, DPNCHC must notify the successful applicant of their policies and supports for accommodating people with disabilities. When requested, DPNCHC will consult with the applicant and provide or arrange suitable accommodation.

D. Accessible Formats and Communication Supports for Employees

DPNCHC will ensure that Employees are aware of our policies for Employees with disabilities and any changes to these policies as they occur. If an Employee with a disability requests it, DPNCHC must provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all Employees in the workplace.

DPNCHC should consult with the Employee making the request to determine the best way to provide the accessible format or communication support.

E. Workplace Emergency Response Information

Where required, DPNCHC will create individual workplace emergency response information for Employees with disabilities. This information will account for the unique challenges created by the individual's disability and the physical nature of the workplace and will be developed in consultation with the Employee.

- This information will be reviewed when:
- The Employee moves to a different physical location in the organization;
- The Employee's overall accommodation needs or plans are reviewed; or
- DPNCHC reviews general emergency response policies.

F. Documented Individual Accommodation Plans

DPNCHC will ensure that our website and all web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and refer to the schedule set out in the IASR for compliance deadlines.

DPNCHC must also develop and have written processes for documenting individual accommodation plans for Employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- How the Employee can participate in the development of the plan;
- How the Employee is assessed on an individual basis;
- An Employee can request an evaluation by an outside medical expert or other experts (at the employer's expense) to determine if an accommodation can be achieved or how it can be achieved.
- How an Employee can request the participation of a representative from their bargaining agent or if the Employee is not represented by a bargaining agent, another representative from the workplace in the creation of the accommodation plan;
- The steps taken to protect the privacy of the Employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the Employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.

G. Performance Management and Career Development and Advancement

Any department within DPNCHC that utilizes performance management tools, or provides career development and advancement to their Employees, must respect the accessibility needs of their Employees with disabilities when developing these processes. Every department within (DPNCHC) must provide a tailored workplace emergency response plan or information for Employees with disabilities, if their disability makes it necessary.

Individual accommodation plans will be consulted as required.

H. Return to Work and Redeployment

DPNCHC must develop and have return to work processes in place for Employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. DPNCHC will document these processes. The return to work process must include an outline of the steps DPNCHC will take to facilitate the Employee's return to work and use documented individual accommodation plans (as described in section 28 of the regulation). If DPNCHC uses redeployment processes, they must take into account the accessibility needs of its Employees with disabilities. Redeployment may mean the reassignment of Employees to other departments within the organization as an alternative to a "layoff", when a particular job or department has been eliminated. *These standards do not apply to volunteers or other non-paid individuals.*

6.0 Procedures Administration

If you have any questions or concerns about this policy or its related procedures, please contact:
HR Coordinator

416 656-8025, ext 368
1900 Davenport Road, Toronto, ON. M6N 1B7
info@dpnchc.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

7.0 Cross References

Referenced Documents

- Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- Integrated Accessibility Standards, Ontario Regulation 191/11
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

AODA-Integrated Accessibility Standards Regulation (IASR) – Employment Policy

Acknowledgement & Agreement

I, _____ acknowledge that I have read and understand the
AODA
(print name)

Integrated Accessibility Standards Regulation Policy, Employment Standard of DPNCHC. Further, I agree to adhere to this policy and will ensure that Employees working under my direction adhere to these guiding principles. I understand that if I violate this policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____