



NAME OF MANUAL:	POLICY NAME: Employment Accessibility Standards Policy
SECTION:	CREATION DATE: December 2015
RESPONSIBLE FOR IMPLEMENTATION: Chief Executive Officer	REVISION DATE:

AODA LEGISLATION

The **Safehaven Project for Community Living (Safehaven)** is committed to providing an accessible workplace that welcomes and celebrates diversity and strives to eliminate barriers.

PURPOSE:

The purpose for this policy is to comply with the Employment Standards set out within the **Accessibility for Ontarians with Disabilities Act, 2005** (AODA) Ontario Regulation 191/11, section 28 regarding documented individual accommodation plans.

LEGISLATION:

AODA Section 28 (1): Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

AODA Section 28 (2): The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.



7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

AODA Section 28 (3): Individual accommodation plans shall:

1. If requested, include any information regarding accessible formats and communications supports provided, as described in section 26.
2. If required, include individualized workplace emergency response information, as described in section 27.
3. Identify any other accommodation that is to be provided.

DEFINITIONS:

a) Disability

As defined by the AODA:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

b) Individual Accommodation Plan

A document in which the details of individual accommodations for an employee with a disability are listed. (Appendix A)

GUIDELINES:

Employer

It is the employer's responsibility to make every reasonable effort to accommodate employees on an individual basis due to an employee's disability.

The Employee will:

- Notify Supervisor and Human Resources of the request for an individual accommodation plan as soon as is practicable
- Participate in the development on the accommodation plan with assistance/consultation from their Supervisor and Human Resources
- Provide all medical documentation outlining the disability, and the need for accommodation
- Request, if desired, the attendance of a workplace representative when developing the accommodation plan



- Participate in an annual meeting with their Supervisor and Human Resources to review the plan

Human Resources will:

- Develop an individual accommodation plan in accordance with the documented restriction/limitation of the employee
- May request the employee be evaluated by an outside medical agency or physician or other expert, at the employee's expense, to assist in determining accommodation
- Meet with the employee and their Supervisor to discuss the plan
- Provide the accommodation plan in a format that considers the accessibility needs of the employee
- Ensure all employee information collected during the development of the plan will remain confidential unless written consent is obtained from the employee
- Review the plan with the employee and their Supervisor on an annual basis

Supervisors will:

- Participate in the development of the individual accommodation plan
- Monitor and evaluate the accommodation plan once implemented
- Participate in the yearly review of the plan

PROCEDURE:

1. The worker shall report any disability to their Supervisor and Human Resources.
2. An individual accommodation plan will be developed in accordance with the documented restrictions/limitations of the employee.
3. All documentation will be kept confidential unless consent has been received by the employee to release such information to the appropriate parties involved.
4. A copy of the plan will be provided to each of the parties involved.
5. The plan will be reviewed on an annual basis.

POLICY

This policy 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. All employment services provided by **The Safehaven Project for Community Living (Safehaven)** shall follow the principles of dignity, independence, integration and equal opportunity.

These Accessibility Standards will be comprised of 3 key areas, with specific requirements and legislation:

- 1) General Standards for Customer Service
- 2) Information & Communications Standards
- 3) Employment Standards



PURPOSE

The purpose of this policy is to confirm **Safehaven's** commitment to accessibility for persons with disabilities and outline the roles and responsibilities of staff and the organization in accordance with the Integrated Accessibility Standards Regulations (191/11) under the Accessibility for Ontarians with Disabilities Act (AODA) and related implementation timeline requirements.

GENERAL STANDARDS FOR CUSTOMER SERVICE

Safehaven will make every reasonable effort to ensure:

- services are provided in a manner that respects the dignity and independence of persons with disabilities
- the provision of services for persons with disabilities are integrated
- persons with disabilities are provided equal opportunity to access and benefit from services

When communicating with a person with a disability, Safehaven will do so in a manner that takes into account the person's disability.

Every reasonable effort will be made to accommodate the needs of persons with disabilities, including, but not limited to, the use of assistive devices, service animals, support persons, as well as, providing alternate forms of communication, as necessary.

In the event of a planned or unexpected disruption to accessible services, Safehaven will post notification of the disruption in a conspicuous place. The notice shall include reason for disruption, duration of disruption and alternative methods of access, if available.

Appropriate training will be provided to all employees, students and volunteers during initial orientation.

INFORMATION & COMMUNICATIONS STANDARDS

The Safehaven Project for Community Living (Safehaven) is committed to providing inclusive and barrier-free access to information, documentation, programs, and services. **Safehaven** shall, upon request, and in consultation with the person making the request, make available, in accessible formats to persons with disabilities, any public document created by **Safehaven**, including public emergency procedures, plans, and safety information.

PROCEDURE

Accessible formats and/or communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons. Information about availability of accessible materials and communication supports will be made publicly available (e.g. posted on the **Safehaven** website, promotional materials, etc.). When requested, this



information will be provided in appropriate accessible formats and/or with communication supports.

Customer requests for accessible formats and/or communication supports may be submitted:

- By telephone: 416-535-8525 ext. 222
- Online: Disability Accommodation Request form
- By email: hr@safehaven.to

Accessible formats may include:

- Braille (Grade 1 & 2)
- Large print
- Electronic text (e.g. PDF, Word, HTML)
- Other

Communication supports may include:

- Captioning
- Sign language interpreter
- Assistive Listening Devices
- Intervener
- Assistive Workstations
- Other

Upon request and with sufficient notice, **Safehaven** will provide communication supports to assist persons or employees with disabilities to maximize participation in these programs. If advance notice is provided, admission costs for support persons are waived.

Conversion process / Turnaround time

Requests for accessible formats and communication supports will be done in the most cost-effective, efficient, and timely manner taking into consideration factors such as the media chosen, the size, complexity, quality of source documents, and number of documents to be converted. The cost of conversion for **Safehaven** documents, including producing materials and distribution, will be borne by **Safehaven**, not the requestor. **Safehaven** will make every attempt to respond to the request to the satisfaction of the individual with the disability.

Safehaven may be unable to provide accessible formats for products and product labels, unconvertible information or communications and information that **Safehaven** does not control directly or indirectly. If this occurs, **Safehaven** shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible;
and,
- a summary of the unconvertible information or communications.

DEFINITIONS



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

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

EMPLOYMENT STANDARDS

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 and Communications, Employment and Transportation are outlined as follows. Establishment of Accessibility Policies and Plans **Safehaven** will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. This includes a statement of our commitment to meeting the accessibility needs of persons with disabilities in a timely manner in our policies.

This will be achieved through documentation in organizational policies and making these documents publicly available, in an accessible format upon request. **Safehaven** 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. **Safehaven** will post its accessibility plans on our website and provide the plan in an accessible format upon request. **Safehaven** 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 **Safehaven's** accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities **Safehaven** 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. **Safehaven** will provide training for its employees regarding the IASR and the Ontario Human Rights Code. Training will be provided for individuals who are responsible for developing



Safehaven policies, and all other persons who provide goods, services or facilities on behalf of **Safehaven**.

B. Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces.

These standards are intended to 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

Safehaven will notify employees and the public about the availability of accommodation for job applicants who have disabilities as per established requirements. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. **Safehaven** will notify the successful applicant of their policies and supports for accommodating people with disabilities.

D. Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, **Safehaven** 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 employees in the workplace.

Safehaven will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Conversion process / Turnaround time

Requests for accessible formats and communication supports will be done in the most cost-effective, efficient, and timely manner taking into consideration factors such as the media chosen, the size, complexity, quality of source documents, and number of documents to be converted. The cost of conversion for **Safehaven** documents, including producing materials and distribution, will be borne by **Safehaven**, not the requestor. **Safehaven** will make every attempt to respond to the request to the satisfaction of the individual with the disability.

Safehaven may be unable to provide accessible formats for products and product labels, unconvertible information or communications and information that **Safehaven** does not control directly or indirectly. If this occurs, **Safehaven** shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and,
- a summary of the unconvertible information or communications.



E. Documented Individual Accommodation Plans

Safehaven will also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- 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.

F. Plans and Processes

Any department within **Safehaven** that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes.

Every department within **Safehaven** will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

G. Return to Work and Redeployment

Safehaven commits to a return to work process as required to meet AODA obligations for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

The return to work process includes an outline of the steps **Safehaven** 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 **Safehaven** uses redeployment processes, the accessibility needs of its employees with disabilities will be taken into account. 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.

DEFINITIONS

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



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.

APPLICATION

This policy covers all employees of **Safehaven** unless otherwise covered by an existing collective agreement provision.