



## INTERGRATED ACCESSIBILITY STANDARDS POLICY - AODA

### 1. POLICY STATEMENT:

IRCS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility requirements under the AODA. IRCS is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause IRCS undue hardship. Under the AODA and applicable Regulations, the following standards are applicable to IRCS:

- Customer Service
- General Requirements
- Information and Communications
- Employment

### 2. PURPOSE:

To ensure all IRCS's programs and services are accessible to everyone in the community in accordance with the accessibility standards established by the AODA.

### 3. SCOPE:

This policy applies to all IRCS employees and personnel and other persons who provide goods, services or facilities on behalf of IRCS.

### 4. STANDARDS:

#### 4.1. Customer Service

4.1.1. Refer to Customer Service Policy – AODA - OPPO.9003

#### 4.2. General

##### 4.2.1. Accessibility Plan

By January 2014, IRCS will establish, implement, and maintain a Multi-Year Accessibility Plan outlining its strategy to identify, remove and prevent barriers and improve accessibility for persons with disabilities in accordance with the AODA. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the IRCS's website. Upon request, IRCS will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

##### 4.2.2. Training

By January 2015, IRCS will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities, to:

- All its employees and personnel

- All persons who participate in developing IRCS's policies; and,
- All other persons who provide goods, services or facilities on behalf of IRCS

The training will be appropriate to the duties of the employees, personnel and such other persons. Employees, personnel and such other persons will be trained when changes are made to IRCS's Accessibility Policies. New Employees, personnel and such other persons will be trained as soon as practicable. IRCS will keep a record of the training it provides.

### **4.3. Information and Communications**

#### **4.3.1. Accessible Formats and Communication Supports (By January 2016)**

By January 2016, upon request, IRCS will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. IRCS will consult with the person making the request in determining the suitability of an accessible format or communication support

#### **4.3.2. Accessible Websites and Web Content**

By January 2014, IRCS will ensure that any new internet websites and web content on its current site will conform with WCAG 2.0 Level A. January 1, 2021, IRCS will ensure that all its internet websites and web content will conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded).

#### **4.3.3. Feedback**

By January 2015, IRCS will ensure that IRCS's process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

4.3.4. IRCS will also notify the public about the availability of accessible formats and communication supports.

### **4.4. Employment**

#### **4.4.1. Recruitment**

By January 2016, IRCS will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

#### **4.4.2. Recruitment, assessment and selection**

By January 2016, IRCS 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. If a selected applicant requests an accommodation, IRCS 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.

#### **4.4.3. Notice to Successful Applicants**

By January 2016, when making offers of employment, IRCS will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **4.4.4. Informing Personnel of Supports**

By January 2016, IRCS will inform its personnel of its policies (and any changes to those policies) used to support personnel with disabilities, including but not limited to policies on the provision of job accommodations that take into account a personnel's

accessibility needs due to disability. This information will be provided to new personnel as soon as practicable after commencing employment/placement.

4.4.5. Accessible formats and communication supports for employees

By January 2016, upon the request of an employee with a disability, IRCS 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 the employee's job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, IRCS will consult with the employee making the request.

4.4.6. Workplace emergency response information

IRCS 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 if IRCS is aware of the need for accommodation due to the employee's disability. IRCS will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, IRCS will, with the consent of the employee, provide the workplace emergency response information to the person designated by IRCS to provide assistance to the employee.

IRCS will review the individualized workplace emergency response information when the personnel moves to a different location in the organization, when the personnel's overall accommodations needs or plans are reviewed and when IRCS reviews its general emergency response practices.

4.4.7. Documented individual accommodation plans

By January 2016, IRCS will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

4.4.8. Return to work process

By January 2016, IRCS will develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps IRCS will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute.

4.4.9. Performance management, Career development and advancement and Redeployment

By January 2016, IRCS will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

**5. RESPONSIBILITY:**

**5.1.** It is the responsibility of all employees, volunteers, student placements and other third parties who deal with the public on behalf IRCS to adhere to this policy. Failure to do so

may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.

**5.2.** The Direct Supervisor is responsible for ensuring that all employees, volunteers, and student placements are properly oriented regarding this policy and trained in providing programs and services to people with disabilities and the AODA.

**5.3.** Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

## **6. DEFINITIONS:**

**6.1.** “**AODA**” Accessibility for Ontarions with Disabilities Act, 2005

**6.2.** “**Barrier**” as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**6.3.** “**Disability**” as defined by the AODA and the Ontario Human Rights Code, means:

6.3.1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,

6.3.2. A condition of mental impairment or a developmental disability,

6.3.3. A learning disability or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,

6.3.4. A mental disorder, or

6.3.5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario Workplace Safety and Insurance Act, 1997.

**6.4.** “**Employee**” for the purposes of this policy refers to all IRCS employees (including full-time, part-time, casual/supply, contract and summer).

**6.5.** “**Personnel**” for the purposes of this policy refers to all IRCS employees, contractors, student placements and volunteers.

**6.6.** “**Regulations**” for the purposes of this policy refers to the Integrated Accessibility Standards (IASR) enacted under the AODA.

## **7. REFERENCES:**

**7.1.** Customer Service Policy # OPPO.9003

**7.2.** Customer Service Training Policy # OPPO.9004

**7.3.** Accessibility Feedback Form # GFO.9019

***Policy Approvals***

<b>Date</b>	<b>Approved by</b>		<b>Signature</b>
	<b>Name</b>	<b>Title</b>	
October 22, 2013	Vinitha Miranda	HR Officer	VM
November 20, 2013	Gurpreet S. Malhotra	Executive Director	GSM

***Summary of Revisions***

<b>Revision Date</b>	<b>Prepared by</b>		<b>Description of Revision</b>
	<b>Name</b>	<b>Title</b>	